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MARINE CORPS ORDER P2020.1

From: Commandant of the Marine Corps

To: Distribution List

Subj: MARINE CORPS AVIATION INFORMATION SYSTEMS STANDARD OPERATING

PROCEDURES (SHORT TITLE: AISD-SOP)

Ref: (a) Marine Corps Order P5215.17C

Encl: (1) LOCATOR SHEET

1. <u>Purpose</u>. Per the reference, this Manual establishes the standardized operating procedures for use by aviation information systems personnel within a Marine Aviation Logistics Squadron (MALS) Aviation Information Systems Department (AISD).

2. Cancellation. None

- 3. <u>Background</u>. In January 2000 a comprehensive review of aviation information systems support being performed within Marine Corps Aviation Logistics was conducted which resulted in the establishment of the Aviation Automated Information Systems Department within the Marine Aviation Logistics Squadron. This document is designed to provide standardized guidance in the execution of the tasks and responsibilities of the Aviation Information Systems Department.
- 4. <u>Information</u>. This Headquarters will convene periodic reviews to ensure that this manual is maintained as a current, viable, working tool. However, because of unique local situations, there may be instances which require minor deviations from the specific procedures delineated in this manual. In those cases, written approval must be provided to the requesting unit by the respective Marine Aircraft Wing Commander with information copies to the Commandant of the Marine Corps (ASL-31). All interim approvals for AISD-SOP procedural deviations will ultimately be reviewed at the CMC AISD-SOP Review Conference.
- 5. Effective Date. Immediate
- 6. Summary of Revision. None
- 7. <u>Action</u>. Implementation of the procedures by all Marine Aviation Logistics Squadrons (MALS) is mandatory to ensure standardization of aviation information systems operations.
- 8. <u>Recommendations</u>. Recommendations concerning the contents of this manual will be forwarded to the Commandant of the Marine Corps (ASL-31) via the appropriate chain of command.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited

MCO P2020.1 20 Dec 02

- 9. Reserve Applicability. This manual is applicable to the Marine Corps Reserve.
- 10. <u>Certification</u>. Reviewed and approved this date.

M.C. HOUGH
Deputy Commandant
for Aviation

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LOCATOR SHEET

Subj: M	ARIN:	E CORP	S AV	TATION	INFOR	MAT	'ION	SYSTEMS	DEPAR	TMENT	STANDARD
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RECORD OF CHANGES

Log completed change action as indicated.

Change	Date of	Date	Signature of Person Incorporating
Number	Change	Entered	Change

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INTRODUCTION

 $0001.\,\underline{\text{PURPOSE}}$. To promulgate policies and procedures concerning the administration, operation, and management of the Marine Corps Aviation Information Systems Department.

0002. STATUS

- 1. The policies and procedures in this manual apply to all commanders, and to all aviation information systems officers (AISDO's).
- 2. Any deviation from the instructions in this manual must be authorized by the Commandant of the Marine Corps (ASL).
- 0003. SCOPE. This manual provides procedures for the operations and support of aviation information systems within the Marine Air Group.
- 0004. <u>RESPONSIBILITY</u>. The Commandant of the Marine Corps (ASL) is responsible for the accuracy, currency, modification, and distribution of this manual. HQMC staffs, field commanders, and Aviation Information Systems Officers are responsible for the timely entry of changes and the physical maintenance of copies of this manual.

0005. ALLOWANCES

- 1. Submit requests for changes in allowances of this manual to the Commandant of the Marine Corps (ASL). Submit requests per MCO P5600.31, Marine Corps Publications and Printing Regulations.
- 2. Request missing pages by requisitioning the basic manual and/or pertinent changes per MCO P5600.31.

0006. ORGANIZATION

- 1. This manual is organized into chapters identified by an Arabic numeral as listed in the overall contents.
- 2. Paragraph numbering is based on four digits. The first digit indicates the chapter; the next digit, the section; the final two digits the general major paragraph number; and the combinations which follow the decimal point, the subparagraph number (e.g., 3101.3a(2), refers to chapter 3, section 1, general major paragraph number 01, subparagraph 3a(2)).
- 3. Pages are numbered in separate series by chapter number, with the chapter number preceding each page number, (e.g., the fourth page of Chapter 2 is shown as 2-4).

0007. CHANGES. Changes to this manual will follow instructions in MCO P5215.1, Marine Corps Directives System. Changes will be recorded on the Record of Changes page provided for that purpose.

CHAPTER 1 AVIATION INFORMATION SYSTEMS DEPT (AISD)

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CHAPTER 1

AVIATION INFORMATION SYSTEMS DEPARTMENT (AISD)

1000. GENERAL OVERVIEW

1001. Mission Statement. Aviation Information Systems Department: will provide primary support to Marine Aviation Logistics Squadron (MALS) Supply and Maintenance departments by maintaining the NTCSS platforms. Provide technical, operational and logistical support for all aviation information systems within the Marine Air Group (MAG), to include; the Navy Tactical Command Support System (NTCSS); Fleet Information Reporting Management Systems (FIRMS) and Table of Basic Allowance (TBA) computer assets. AISD will provide first echelon support of T/E computer assets and other information systems as directed. The scope of maintenance includes: PC's, PC-based aircraft mission planning systems, PC-based aircraft diagnostics systems, printers, NTCSS LAN hardware, data communications equipment, and INMARSAT systems. The scope does not include photocopiers, fax machines, typewriters, intercom systems, overhead projection systems, telephone systems, and other common-use office/garrison equipment.

1002. <u>Department staffing and MOS Description</u>. The AISD will be staffed by Marines with the skill designators of 6694. These Marines are Aviation Logistics Tactical Information Systems (ALTIS) Specialists trained at NSCS Athens, Georgia in the following areas:

- 1. Basic electricity and electronics.
- 2. Digital circuits and theory.
- 3. Microcomputer operating systems.
- 4. Microcomputer peripherals.
- 5. Data communications, basic and advanced networking.
- 6. Network installation, troubleshooting and repair.
- 7. Network operating systems, platforms, and models.
- 8. UNIX operating system platform.
- 9. Honeywell GCOS operating systems
- 10. NTCSS applications processing.
- 1003. Department Structure
- 1. The AISD will be established as a department within the MALS.

2. The AISD is comprised of five separate divisions as indicated in figure 1-1.

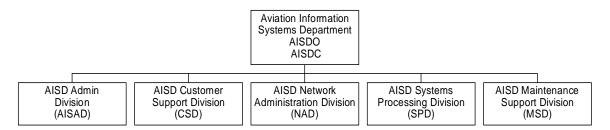


Figure 1-1 AISD Organizational Structure

1004. Duties and Responsibilities

- 1. AISD Officer Administer AISD operations. The AISD Officer manages the MAG aviation information systems and is responsible to the MALS Commanding Officer for the accomplishment of the AISD mission. The AISD Officer shall:
- a. Ensure adequate aviation information systems support is provided to the subordinate units of the MAG by interpreting and implementing aviation information systems policies and procedures for the MAG.
- b. Conduct inspections and assistance reviews on all aspects of aviation information systems within the MALS and subordinate units of the MAG.
- c. Be responsible for the performance and administration of the AISD and advise the MALS CO on readiness, effectiveness, and on-going or planned projects within the MAG.
- d. Maintain liaison with external supporting activities and higher headquarters staff to ensure MAG aviation information systems requirements are known and satisfied. In addition, the AISD Officer provides direction to the individual squadrons within the MAG on aviation information systems operations as they relate to readiness.
- e. Act as the MOS sponsor for all AIS personnel (MOS 6694) within the MAG and coordinates with, and advises the S-1/cognizance administrative authority to make personnel assignments (officers and enlisted) to best support operational commitments.
- f. Employ sound management practices in handling personnel, facilities, material, and in-work flow methods to ensure redundancy of information systems repair capabilities within the MAG is avoided

wherever possible, unless MALSP requirements necessitate it to support contingencies.

- g. Define and delegate responsibilities and define and assign functions and operations per existing directives.
- h. Publish local instructions, which highlight concepts and policies for the best conduct of aviation information systems support.
- i. Ensure the accomplishment of training for all personnel assigned to the AISD.
- j. Analyze the mission accomplishments and capabilities of the department, using reports provided by the Customer Service Division (CSD) on a continuous basis.
- k. Provide data analysis products to seniors in the chain of command and other department heads, when requested, to show use of manpower, equipment, and facilities.
- 1. Liaison with other department heads, representatives of higher authority, and other organizations.
- m. Publish and ensure internal compliance with maintenance, safety, and security programs/procedures to ensure optimum performance is achieved.
 - n. Schedule and hold periodic planning and information meetings.
- o. Coordinate, with the MALS Aviation Supply Officer, the quantity of locally required parts necessary to be on hand to support all MAG squadrons.
- p. Ensure, in conjunction with the MALS Aviation Supply Officer, proper packaging and preservation of information systems parts and equipment to prevent damage or deterioration.
- q. Ensure qualification and re-certification of personnel performing special processes is accomplished.
- r. Ensure EXREP requirements are validated on a daily basis and AWP requirements are validated weekly.
- s. Act as the secondary custodian for all computer related TBA assets.
- 2. AISD Chief The AISD Chief will be responsible to the AISD Officer for the management of all aspects of the AISD as directed by orders and instructions, to include the following:

- a. Provide the necessary leadership, technical guidance, and personnel management within the AISD. Establish the most effective and economical procedures to accomplish assigned tasks; employ available resources to maximum potential within the guidelines of the applicable Navy and Marine Corps policy directives; and develop performance measurement criteria to facilitate program monitoring and review processes.
- b. Increase the potential of assigned personnel through technical and professional training, delegate/assign responsibilities within the department to achieve continuing success through qualified independent action, and provide the professional counseling and performance evaluation processes that will encourage subordinates to exercise their full technical and professional capacity.
- c. Develop local instructions, which highlight concepts and policies for the best conduct of information systems support.
- d. Coordinate with the Organizational Maintenance Activity and external activities on deployment requirements. Task each division within AISD to provide their respective level of support for the deploying unit.
- e. Define corrective maintenance procedures and equipment to be used by the divisions in AISD.
- f. Ensure reconciliation of all requisitions is coordinated with Aviation Supply.
- g. Ensure accurate records are kept concerning inventories of all information systems, hardware, software, and maintenance history.
- h. If established, ensure the maintenance of a Pre-expended Bin (PEB), reviewing quarterly for needed additions and deletions.
- i. Ensure adequate embarkation procedures and resources are developed and procured for deployment of MAG aviation information systems. Coordinate pre-deployment planning with the MALS Commanding Officer, Aviation Maintenance Officer, and Aviation Supply Officer for the provisioning of department personnel, facilities, support equipment, materials, and services for the squadrons.
- j. Screen squadron aviation information systems equipment to ensure only Automated Data Processing Equipment (ADPE) considered essential to support the specific deployment is embarked and that consolidation of squadron information systems requirements are made wherever possible.
- k. Ensure the maintenance, update and submission of change recommendations for all applicable technical publications.

- 1. Ensure the compliance with the following programs:
 - (1) Quality Assurance Program (Appendix A)
 - (2) Technical Training Program (Appendix B)
 - (3) Tools/Test Equipment Program (Appendix C)
 - (4) Electrostatic Discharge (ESD) Program (Appendix D)
 - (5) Data Processing Requests (Appendix E)
- m. Schedule and conduct training for all department personnel relative to their daily performance, technical skills and general military subjects.
- n. Ensure personnel comply with command and local directives relating to professional military education and MOS proficiency attainment through formal and informal technical and follow-on training.
- o. Initiate requests for on-site assistance of technical field representatives as required.
- p. Develop, implement and maintain an aviation information systems employment program. This program will provide resource security, fault toleration and flexibility to meet current and future mission requirements within the MAG.
- q. Coordinate, substantiate, and prioritize all aviation information systems requirements.
- r. Coordinate, with the Aviation Supply Department, AISD budget planning and execution.

CHAPTER 2 AVIATION INFORMATION SYSTEMS ADMINISTRATIVE DIVISION (AISAD)

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CHAPTER 2

AVIATION INFORMATION SYSTEMS ADMINISTRATIVE DIVISION (AISAD)

2000. <u>FUNCTIONS</u>. The Aviation Information Systems Administrative Division (AISAD) is responsible for the administrative control of all personnel assigned. Personnel within the division perform clerical functions and maintain the master files for messages, orders, correspondence and directives for the AISD.

2001. GENERAL

1. Duties

- a. The AISAD will maintain the following files and logs:
- (1) Current Tables of Organization (T/0's) for the MALS and squadrons assigned to the MAG.
 - (2) AISD personnel file.
 - (3) Correspondence file.
 - b. Maintain and publish the AISD recall roster.
- c. Coordinate the administrative process for personnel going PCS, TAD, FAP, or on leave with the MALS S-1 or cognizant administrative authority.
- d. Record division assignment of incoming personnel as directed by the Aviation Information Systems Officer/Chief.
- e. Provide clerical assistance for the AISD as directed by the AISD Officer/AISD Chief.
- f. Perform preventive maintenance on all office equipment assigned to the division.
 - g. Maintain an AISD directives library and locator file.
- h. Distribute (manually or electronically) electronic correspondence and messages, and maintain a correspondence archive.
 - i. Maintain an AISD distribution file.
 - j. Maintain an administrative reports control system.
 - k. Maintain and submit required reports/schedules.

1. Maintain a File for Authority/Appointment Letters/Messages.

2002. PROCEDURES

- 1. Maintain the current MALS T/O's. A copy of the current MALS and OMA squadron T/O's will be maintained on file in the administrative division.
- 2. <u>Maintain an AISD personnel file</u>. The AISD Personnel File will consist of the information listed below. A Privacy Act Statement is not required for the AISD Personnel File. The information contained in this file is covered under the Privacy Act Statement maintained in the individuals' Service Record Book (SRB) or Officer Qualification Record (OQR). The file may be either manual or mechanized.
 - a. FULL NAME
 - b. GRADE
 - c. SSN
 - d. MOS
 - e. BILLET ASSIGNED (Division)
 - f. DATE JOINED
 - g. EAS
 - h. DATE OF RANK
 - i. DATE OF BIRTH
 - j. OSCD
 - k. SECURITY CLEARANCE
 - 1. SECURITY ACCESS
 - m. RECALL ADDRESS
 - n. RECALL PHONE
 - o. DUTY SECTION
 - p. HISTORY OF DETAILS
 - q. OTHER DATA AS REQUIRED
- 3. Correspondence <u>files</u>. Correspondence will be maintained in accordance with instructions contained in the following references:

- a. SECNAVINST 5210.11 (Standard Subject Identification Codes).
- b. SECNAVINST 5212.5 (Disposal of Navy and Marine Corps Records).
- 4. Maintain and publish the AISD recall roster. The Administrative division will publish a recall roster for the AISD. This roster will contain the NAME, RANK, ADDRESS, PHONE NUMBER, and DUTY SECTION of all AISD personnel.
- 5. Coordinate the administrative process for personnel going PCS, TAD, FAP, or on Leave. The Administrative division will coordinate with MALS S-1, or cognizant administrative authority, to ensure leave papers, PCS, TAD, and FAP orders are processed and typed in a timely manner.
- 6. Record division assignment of incoming personnel as directed by the AISD Officer/Chief. The Administrative division will ensure all incoming personnel report to the AISD Officer/Chief, as appropriate, for division assignment. Additionally, The Administrative division will ensure that all personnel records reflect up-to-date division assignment.
- 7. Provide clerical assistance for the AISD as directed by the AISD Officer/Chief. The Administrative division will provide clerical assistance for the Aviation Information Systems Department as directed by the AISD Officer/Chief and distribute it in the appropriate distribution boxes ensuring compliance with the following references.
- a. $\underline{\text{Naval Messages}}$. SECNAVINST 5216.5 and Telecommunications Users Manual (NTP-3).
- b. <u>Correspondence</u>. Naval Correspondence Manual (SECNAVINST 5216.5).
- 8. Maintain an AISD directives library and locator file. Directives will be separated by issuing activity and filed by instruction number, in ascending sequence.
- a. AISAD will maintain a master directive file of all applicable orders, instructions, notices, and bulletins, including those available on CD-ROM or available electronically on a local network as directed by CMC ASL-31. Each command/activity that issues orders or instructions periodically publishes a 5215 series instruction/bulletin to identify their current instructions/orders. This checklist will be utilized to ensure that files are current, and that all needed orders are on hand or on order. All current 5215 instructions will be maintained. Annually, AISAD will review all bulletins and notices for self-cancellation dates and remove outdated material.

- b. A Directives Locator File will be established to determine the location of all directives on hand. If a manual system is utilized, the OPNAV 5070/11 will be used to control and monitor all directives in the AISD. The card will show the location of the master copy and all other copies held within the divisions. A mechanized program may be utilized if desired.
- c. Directives maintained in the master library may be checked out as needed. A locator sheet will be prepared to indicate the directive and SSIC, work section and name of person checking out the directive, date checked out, and estimated date of return. This will be inserted in the directives file in place of the directive. When the directive is returned, the locator sheet will be removed and destroyed. The directive Locator Card File will be maintained in instruction number sequence within the command for all directives/manuals on hand or on order.
- d. AISAD will also maintain a list of applicable references as published annually by ASL-31D.
- 9. <u>Distribute incoming electronic correspondence</u>. The Administrative division will identify and distribute to the individual division NCOIC's all electronic correspondence received by the AISD. Each division NCOIC is responsible for reviewing correspondence/messages distributed each day and ensuring that appropriate action is taken. The Administrative division will make annotations of all actions taken, and will publish a weekly summary of correspondence and messages pending action. The Administrative division will maintain on disks all messages on file. These disks will be archived in accordance with the three-generation philosophy weekly.
- 10. Maintain an administrative reports control system. The Administrative division will maintain an administrative reports control system for the AISD. The format will include, at a minimum, the following: Report Title, Reference, Frequency, Due Date, Submission Recipient, and Responsible Division. Report examples include:
 - a. Tape Library inventory results
 - b. DBSTAT/DBCLAN
- c. Local command requirements (i.e., daily muster report, command chronology, training schedules, awards submissions).
 - d. Fitness Reports.
 - e. Others as directed by AISD Officer/Chief/Wing/TYCOM.

11. Maintain a File for Authority/Appointment Letters/Messages. This file will consist of all letters/messages of authority/appointment pertinent to AISD operations.

CHAPTER 3 CUSTOMER SUPPORT DIVISION (CSD)

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CUSTOMER SUPPORT DIVISION (CSD)

4000. <u>FUNCTIONS</u>. The CSD is the primary manager for customer support within the AISD. Unit/Department representatives will forward discrepancies that cannot be resolved locally to the CSD, who will then initiate the discrepancy into the maintenance cycle. CSD will further operate as the department issue and receive desk, production control/help desk call center, AIS asset manager, and supply/maintenance liaison, providing monitored support to the MAG relative to aviation information systems. In addition, CSD will validate and prioritize AIS/IT requirements submitted via the Supply Department.

4001. GENERAL.

1. Duties and Responsibilities

- a. Issue and Receive Documenting the transfer of assets between the customer and AISD during the maintenance cycle.
- b. Production Control/Help Desk Fielding telephone or e-mail trouble calls from unit/department representatives. Initiating, managing, tracking, closing, and performing trend analysis on all maintenance actions. Adding, changing, and deleting user accounts granting basic access to the network and NTCSS platform.
- c. Asset Management Tracking of aviation information systems asset distribution and configuration, to include verifying the eligibility for support.
- d. Supply Support Coordinating material support with Aviation Supply Department. Reconciling outstanding requirements and coordinating all warranty support.

4002. PROCEDURES.

- 1. Issuing and Receiving Branch will coordinate the issue and receipt of all information systems hardware, software, and components. This branch is also responsible for the storage and accountability of all equipment during transfer of custody. A custody record must be maintained with the minimum of the following information:
 - a. Date of issue or receipt.
- b. Customer name, rank, unit, billet assignment, and phone number.

- c. NSN (if applicable), MFGR, part/model number, serial number, and nomenclature.
- d. Replacement issued (yes or no), discrepancy, and work order number.
 - e. Issue/Receipt personnel signatures.
 - f. Equipment configuration.
- 2. Production Control/Help Desk Branch will field all trouble calls from AISD Liaison and resolve or escalate them as required. AISD Liaison (i.e., Information Systems Coordinators (ISC), Database Administrators (DBA), Organizational Maintenance Activity (OMA) Application Administrators, etc.) will be the initial points of contact to field all end-user trouble calls.

NOTE: The Supply and Maintenance Application Administrators will be appointed as the department representative and will have direct access to the AISD.

- a. Branch personnel will attempt to resolve all trouble calls without having to forward requests. If unresolved, trouble calls will be forwarded to the appropriate division. CSD will manage all trouble calls using the ALTIS Workload and Inventory Tracking System (WITS) with priorities assigned. Trouble call priorities are as follows:
- (1) AWM1 Critically affecting entire Squadron or Department (i.e. Servers, key network devices, NTCSS system)
- (2) AWM2 Urgent requirements affecting key billets or computers (i.e. IBS, Analyst, etc) or entire work centers.
- (3) AWM3 Routine maintenance affecting individual computers or users.
- b. Production Control/Help Desk Branch will track all open trouble calls and review management tools to identify problems with maintenance efficiency to include repeated inductions of serial numbers and excessive AWM/AWP periods. At a minimum, the following information will be reviewed weekly, providing, at a minimum, the following information by hardware serial number:
 - (1) Inductions
 - (2) Awaiting maintenance (AWM)
 - (3) Awaiting parts (AWP)

- 3. Asset Management Branch will develop and maintain an accurate configuration inventory of all aviation information systems, to include TCP/IP configuration, hardware configuration, software configuration, and maintenance history. This branch is also responsible for Maintenance Assist Modules (MAMs), TBI, and spares kits. Inventory records will contain a minimum of the following required data:
 - a. Unit, department, division, and work center
 - b. Device S/N, manufacturer, and model
 - c. Processor type, RAM configuration, hard drive size
 - d. CD-ROM/DVD speed, tape back-up/Zip disk type
 - e. Network interface card type
 - f. Operating system and level or revision
 - q. Application software utilized
 - h. TCP/IP configuration information
- 4. Supply Support Branch will reconcile information systems equipment, components, parts, and software requirements for the AISD. If necessary, it will maintain a PEB for high usage consumable ADPE as required, and in accordance with relevant instructions.
- a. A requisition log will be maintained with a minimum of the following information:
 - (1) Date of requisition.
 - (2) Requisition type: NSN, open purchase, PEB.
 - (3) Serial number of AWP hardware (if applicable).
 - (4) Document number.
 - (5) NSN, part number, nomenclature of item ordered.
 - (6) Quantity, and unit of issue.
 - (7) Status and reconciliation date.
 - (8) Completion date.
 - (9) Supply POC.

- 5. The Supply Support Branch will also coordinate and track warranty maintenance on all aviation information systems as required. A log will be maintained with the following information:
 - a. Serial Number of AWP hardware (if applicable).
 - b. Warranty provider, POC, phone number, email address.
 - c. Date called.
 - d. Tracking number given by the provider.
 - e. Remain in place, or shipping comments.
 - f. Dates and remarks on follow-up contacts.
 - g. Date of completed action.
- 6. The Supply Support Branch will substantiate and prioritize AIS requirements via the MALS Supply Department. All requisitions for ADPE submitted to Supply will be forwarded via CSD. CSD will ensure that the requested items do not conflict with hardware or software standards. If there is a conflict, CSD will make recommendations for the suitable substitutions that are within standards. Once the requisition meets standards, CSD will assign priority based on funding availability and current squadron inventory of like items. All MAG TBA ADPE will be routed through CSD for validation to ensure current IT standards and network/application compatibility.
- 7. CSD will manage user accounts by accepting requests for addition, deletion, and modification of general accounts for network and NTCSS access. The appropriate Application Administrator will add/change/delete application specific account configuration. Special network access requirements will be forwarded to the Network Administration Division (NAD).
- 8. Coordinate with the AISD Chief to submit an annual budget requirement for the repair and maintenance of the AISD and notify the AISD chief of any unbudgeted costs that were incurred due to unplanned system failures.

CHAPTER 4

NETWORK ADMINISTRATION DIVISION (NAD)

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CHAPTER 4

NETWORK ADMINISTRATION DIVISION (NAD)

4000. <u>FUNCTIONS</u>. The Network Administration Division (NAD) will be comprised of AIS specialists and will be responsible for the management of aviation information systems network resources within the MAG.

4001. GENERAL

1. Duties

- a. Network Operating System (NOS) management.
- b. Data assurance strategy.
- c. User account management.
- d. Network resource management.
- e. Network architecture.
- f. Network documentation.
- g. Maintain network security.
- h. Workstation software standardization.

4002. PROCEDURES

- 1. Perform network operating system management. NOS management will include the following:
- a. The NAD will manage and configure MALS network servers. This includes the installation and configuration of all NOS software and related patches to include NOS services such as DNS, DHCP, SNMP, and directory services.
- b. The NAD will ensure all installed NOS software patches will not impair the functionality of NTCSS applications.
- c. The NAD will ensure that all NOS services such as DNS, DHCP, and directory services are configured to allow NTCSS functionality.
- d. Daily, the NAD will view all network servers' system logs and application logs (excluding TAC-x servers) to verify proper server operation and performance.

- 2. Develop and implement a data assurance strategy. The NAD is responsible for the development and configuration of a disaster prevention and data recovery plan to include configuration of enterprise backup and restore utilities and anti-virus software. Additionally, the NAD will coordinate with the SPD file management branch for on and off site storage.
- a. Windows NT server, and Microsoft Exchange server backups shall be performed daily. Backup software will be configured to accomplish this task. Full system backups shall be performed at a minimum of once a week. Incremental backups may be performed to meet daily requirements. The NAD will forward all backup medium to FMB. The SPD file management branch will be responsible for tape rotation and offsite storage of all backup media.
- b. The NAD will maintain a repair disk for each Windows NT server. The repair disk(s) will be updated on a weekly basis or after any server configuration changes. The repair disk will be maintained within each server's configuration binder.
- c. Anti-virus software will be installed and configured on each server. File system virus scans shall be performed on all servers at a minimum of once a week. The NAD will ensure that anti-virus software signatures are updated bimonthly at a minimum.
- d. Each server will be connected to an un-interruptible power supply (UPS) to prevent system failure in the event of a power outage/surge. The NAD will test each UPS on a weekly basis.
- e. Each MALS will develop and keep on file a detailed recovery process for NT servers, network shares, user accounts. The process will contain step-by-step procedures, programs and save resources necessary to re-build dysfunctional servers, network shares and user accounts.
- 3. <u>Perform user account management</u>. CSD will create user accounts granting basic network access as part of the NTCSS administration process. The NAD will modify basic user account properties to allow access to network resources such as file shares, print shares, and network based applications.
- a. User account policies shall be set to reflect DOD directives regarding password length, expiration, login scripts, roaming profiles, home directories, and workstation login restrictions.
- b. The NAD will function as the central point of contact for users who require access to external network resources and applications (i.e. NALDA, NALISS, etc.).
- 4. <u>Maintain network resource management</u>. The NAD will be responsible for the configuration and support of network resources such as file

shares, printer shares and network based applications. They will coordinate with, assist, and advise end-users by analyzing requirements and developing network based solutions.

- a. The NAD will configure all network file and print services such as server hosted file shares, mounting and unmounting of network CD-ROM applications, and configuration of network printing devices and Windows NT print queues.
- b. The NAD will maintain Microsoft Exchange mailboxes and public folders for individual users and work sections as required. The NAD will ensure compliance with all DOD policies concerning e-mail usage.
- c. The NAD will assist end-users by determining network-computing requirements and providing solutions to meet those requirements based on available resources (i.e. server space).
- 5. <u>Network architecture</u>. The NAD will be responsible for maintaining the overall design of network topology and logical configuration.
- a. IP Management. The NAD will be responsible for the configuration of static addressing, sub-netting, super-netting, DHCP scope configuration, and other IP configurations as required.
- b. Virtual LAN (VLAN) configuration. The NAD will be responsible for VLAN switch configurations and troubleshooting such as group memberships, port rules, and access lists.
- c. Wide Area Network (WAN) interface. The NAD will be responsible for configuration and coordination with external activities for WAN connectivity. This will include network router configurations, dedicated/leased line configurations, and commercial access as required.
- 6. Perform and maintain network documentation. The NAD will be responsible for providing network documentation to include:
- a. Network diagrams. The NAD will be responsible for documenting and making available all necessary diagrams of the current network topology and capabilities. Network drawings and diagrams will include:
- (1) Logical diagram with static IP configurations of all known network devices.
- (2) Conduit paths. Manhole/telephone-pole locations related to all network cabling.
- (3) Base/station infrastructure documentation as it pertains to the AISD supported network.

- (4) IP distribution. A list of all statically assigned IP addresses to include device description and location shall be maintained as well as DHCP scope configurations to include reservations and exclusions.
- b. Server configuration. Each server will have a server configuration binder to include, at a minimum, the following information:
 - (1) Server name, serial number, and model number.
 - (2) IP configuration.
- (3) Network interface card (NIC) and network protocol configuration.
 - (4) Hard disk drive (HDD) configuration.
 - (5) Fault tolerance configuration (RAID level).
 - (6) Server memory.
 - (7) Number of processors and processor speed.
 - (8) Backup hardware and software configuration.
 - (9) Installed applications.
 - (10) NOS version to include service packs and hot-fixes.
- (11) Installed services and service configurations including file and print services.
 - (12) Vendor specific configuration software.
 - (13) Emergency Repair disk.
- 7. <u>Perform network security management</u>. The NAD will ensure compliance to all applicable DOD orders and instructions relating to network security.
- a. The NAD will develop, implement, and maintain procedures and systems to ensure network security in accordance with applicable orders and instructions.
- b. The NAD is responsible for the execution of the AISD network security plan pertaining to domain security strategy to include:
- (1) Security logging. Security logs for all Windows NT servers should be examined on a weekly basis. The weekly security log should be saved as a file and kept for a minimum of 30 days.

- (2) Network resource permissions. File permissions, share permissions, and printer permissions shall be set to reflect user requirements as needed.
- (3) Virtual private networks (VPN). A VPN may be established to provide secure network connectivity through commercial access providers when approved by cognizant authority.
- (4) WAN connections. Connectivity to external activities not supported by AISD will be coordinated as required.
- 8. Develop and maintain a standardized workstation software load. The NAD will develop and make available to MSD a standardized workstation software configuration to minimize the potential of software conflicts between applications. Additionally, the NAD will maintain documentation on unique desktop software application configurations.

CHAPTER 5 SYSTEMS PROCESSING DIVISION (SPD)

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CHAPTER 5

AVIATION INFORMATION SYSTEMS PROCESSING DIVISION (SPD)

5000. <u>FUNCTIONS</u>. The SPD provides data processing support to the Supply and Maintenance departments. SPD is responsible for administrative and operational control of the Intermediate Maintenance Activity (IMA) NTCSS Systems. The SPD is also responsible for coordination of application workload and output to the Supply Applications Administrator (SAA) and the Maintenance Applications Manager (MAM).

5001. GENERAL.

- 1. The SPD is organized as follows:
 - a. Systems Operation Branch (SOB).
 - b. File Management Branch (FMB)

2. Duties.

- a. The SOB is responsible for system operation and availability of the IMA NTCSS applications. The Aviation Supply and Maintenance Departments rely on SOB for maximum productivity. The SOB's overall goal is to provide system availability to the user, maintain data base integrity, and perform system processing requirements. The SOB will maintain direct liaison with the SAA and MAM. The SOB will:
 - (1) Maintain a system utilization log.
 - (2) Process job requests.
 - (3) Assist SAA and MAM on the proper application of NTCSS.
- (4) Coordinate and process all online and offline requirements for SUADPS and NALCOMIS as requested by the SAA/MAM.
 - (5) SOB SUADPS daily operational requirements.
 - (6) SOB NALCOMIS daily operational requirements.
 - (7) Maintain SOB shift standard operation procedures (SOP).
 - (8) Conduct pass down with relief shift.
 - (9) Maintain system journaling.
 - (10) End of month (EOM) processing for NALCOMIS and SUADPS.

- (11) Troubleshoot functional software problems and submit TCs/TRs/CPs
- (12) LOAD SUADPS/NALCOMIS application software when advised by SAA/MAM.
 - (13) Ensure database and file system integrity.
 - (14) Perform system saves.
- b. The FMB is knowledgeable of the NTCSS applications. The File Manager is responsible for the management of off-line mediums (i.e. tapes, floppy disk, software, TC/TR/CP tracking and AISD related manuals). The FMB will:
 - (1) Maintain a software update file
- (2) Maintain trouble call(TC)/trouble report(TR)/change proposal(CP) files.
 - (3) Maintain the file/reel history file.
 - (4) Maintain a saves run sheet file.
 - (5) Establish tape retention procedures.
 - (6) Maintain an off-site safe.
 - (7) Establish tape labeling procedures.
 - (8) Review and verify all output tapes.
 - (9) Tape library inventory procedures.
 - (10) Utilize an automated library program.
 - (11) Track all commercial technical publications.

5002. PROCEDURES.

- 1. SOB will maintain a system utilization log (Fig. 5-1). The log will record 24-hour operation. Every time the system is utilized, it will be logged in. All entries into this log are official. This log will be maintained for 1 year. The following items are minimal entries of what will be logged in:
 - a. Start and finish of all jobs.
 - b. GEN initiation, GEN termination.

- c. Saves.
- d. Reboot of system, power outage.
- e. Interface processing/status.
- f. Journal history.
- g. User preventative maintenance.
- h. File system/data base corrective action.

Syste	ms Processing Division System Utilization Log						
Date:	Date: Shift: Operators Name:						
Time	Comments	Initials					
0800	Received passdown from Marine being relieved.	SFM					
0805	Brought SUADPS GEN up.	SFM					
1000	Srv0 Locks up, Reboot system.	LLL					
1030	Bring SUADPS GEN up, Activate interface.	LLL					
1145	Start Job AZ7 for M Locations.	SFM					
1310	Finish Job AZ7 for M Locations.	SFM					
1315	Start Job (SUADPS978) DI 100 in UR phase.	RCC					
1500	PM High Speed Printer, Streamer Tape Drives.	LHW					
1630	Printing DI 100.	LLL					
2400	Close JRNL0001.	DDD					
0010	Open JRNL0002.	DDD					
0015	Save JNRL0001 Reel # (nnnn)	DDD					

FIGURE 5-1 - SYSTEM UTILIZATION LOG (SAMPLE FORMAT).

- 2. SOB job request processing: All data processing job requests submitted by the SAA and MAM will be filled out by the SOB as the job is processing. Completed job request sheets will be attached to its corresponding output (if any) and distributed to the requesting SAA/MAM. All NTCSS end of month processing sheets will be filled out by the SOB during processing and will be forwarded to the appropriate SAA/MAM for filing upon completion. The SOB will log job start/completion times, total run time and name into the systems utilization logbook upon completion. The minimum data processing job request information and is contained in appendix A.
- 3. Assist SAA and MAM on the proper application of NTCSS. The SOB will maintain a direct liaison with the SAA/MAM and will assist each on the proper application and user utilization procedures as requested. The SOB will assist on such things as input, scheduling, reading output, inventory, etc.

- 4. Coordinate and process all online and offline requirements for SUADPS and NALCOMIS as requested by the SAA/MAM. The SOB will coordinate with the SAA and MAM to identify system and program requirements to accomplish daily operations and publish a monthly schedule, which will set system availability at the highest level possible for the users. The SOB will advise the SAA/MAM of potential system or database impact for both standard and non-standard runs. Output will be distributed to the requesting SAA/MAM.
- a. The SOB will execute SPAWARSYSCEN supported executive commands (EC's) and DBAGS required to perform functional database cleanup as scheduled by the SDBA and MDBA.
- b. The SOB will release all special maintenance qualification (SMQ) requested reports as requested by the SAA/MAM via job request.
- 5. SOB SUADPS daily operational requirements: SUADPS applications that will be performed on a daily basis by the SOB are as follows:
 - a. GEN initiation/termination.
 - b. Operator batch executive (OBE) initiation and operation.
 - c. Saves and restores.
 - d. Manage electronic interface.
 - e. File transfers between host and RPS.
 - f. Remote print configuration file management.
- g. File system maintenance (i.e., system reboots, journaling and file system management).

NOTE: Detailed procedures for these NTCSS applications are contained in the Ported SNAP Distributed Processing Operators Manual.

- 6. <u>SOB NALCOMIS</u> daily operational requirements: NALCOMIS applications that will be performed on a daily basis by the SOB are as follows:
- a. File system maintenance (i.e., system reboots, journaling and file system management.)
 - b. GEN initiation/termination.
 - c. Check active sessions between host C FEPS (as needed).

- d. Run FEPDECODE/FEPVALID.
- e. Run hard copy notice purge.

NOTE: Should only be run once all printer queues are empty.

- f. Run report image file purge.
- g. Run TAD trigger file purge.
- h. Run Batch.A0 file purge.
- i. Run PEB trigger file purge.
- i. Initiate interface between SUADPS.
- k. Maintain AV3M runs. The SOB will notify the MALS Analyst when output is ready for pickup or that the file has been transferred electronically. If diskette is used, ensure that the date and number of records are contained on the label. If the output file is not readable, the MAM will request an AV3M rerun.

NOTE: Detailed procedures for these NTCSS applications are contained in the NALCOMIS Operators Manual.

- 7. Maintain SOB shift standard operation procedures (SOP). SOB will maintain an SOP for each operating shift. The SOP will reflect the daily, weekly, and monthly production schedule as well as additional operational requirements. The SOP will inform the SOB how to start and finish all jobs pertaining to that shift and how to correct any problems that may occur. The prime intention of the SOP is to allow a Marine to move from/to any shift with minimal effort.
- 8. Conduct passdown with relief. SOB shift personnel will ensure that the oncoming Marines fully understand everything that is going on or needs to be done. The relieving Marine will read the utilization log from the previous shift to ensure that the passdown given is correct. Failure to provide a proper, thorough passdown may result in errors and lost system utilization time.
- 9. Maintain system journaling. Each SNAP I application supports both interactive and batch processing against database files specific to that application. These files are created with journaling attributes. A system journal contains saved images of a file after each file update. These 'after-images' can be utilized to re-apply interactive and batch process data changes without reprocessing these transactions or rerunning batch jobs, which performed the data file updates. When

one or more application data files are corrupted because of a system crash or other hardware malfunction, the SOB can restore the damaged data files to the last valid condition prior to the failure by utilizing the RFWD (roll forward) command.

- a. <u>Ported SNAP I (SUADPS) journaling</u>. The system journal file is simply called journal and is located under /JRNL1. The Ported SNAP I journal records images for the files located under /SUADP1/DBASE, /SCTL1/DBASE, and BUECH/COMPS/COMMON_DBASE. If any of the files located under these directories become corrupted, the SOB must contact the SAA before proceeding with following procedures:
- (1) Restore the last good save of the above directories. Since Ported SNAP journaling does not support rolling forward one specific file, it is imperative that a complete database restore be performed. Restore all journals between last good save and the approximate time the file(s) became corrupted.
- (2) If bcheck was run between the journals, bcheck must be rerun in order for the database to match the journal, (i.e., closed the journal, saved it, ran bcheck, and opened new journal. To restore, roll forward the first journal, run bcheck, then roll forward the second journal.).
 - (3) Enter RFWD journal name (i.e., RFWD jrnl.9328708).

Note: The above procedure must be performed for each of the journals in sequence, from oldest journal to the latest.

- b. <u>NALCOMIS journaling</u>. The journal file is created and maintained by the operator through Open Journal, Close Journal, Display Journal, and Swap Journal commands. The journals are located under ^FEPC11. Journal names are maintained under the >>\$CATALOG file and sequentially assigned by the system (i.e. JRNL0001, JRNL0002, etc.) Refer to the NALCOMIS Operators Manual for detailed journaling procedures, to include the Roll Forward command.
- 10. End of month (EOM) processing for NALCOMIS and SUADPS. EOM's will be run with coordination from the SAA/MAM. SOB will perform all aspects of EOM processing and will be done on time-lines directed by the SAA/MAM. The SAA/MAM will provide SOB with a sequenced EOM processing run sheet. It is SOB's responsibility to ensure necessary saves are scheduled as directed in paragraph 5002.14.

NOTE: EOM change notice update (DI NC9) batch processing for SUADPS and NALCOMIS change notice will be run on both systems, one right after the other.

11. Troubleshoot Functional Software Problems and Submit TCs/TRs/CPs. It is the SOB's responsibility, in conjunction with the SAA/MAM, to identify, research, and report NTCSS application problems. Problems will be reported to SPAWAR, SPAWAR DET PAC, or SPAWAR DET WESTPAC as appropriate to the sites geographic location. Reports will be in the form of a trouble call (TC), trouble report (TR), or change proposal (CP) and will be generated via naval message or the web based software and maintenance tracking system (SMTS) located at URL http://www.scn.spawar.navy.mil. Draft messages will be from the AISDO and AVNSUPO or AMO jointly as appropriate. Reports must contain enough information for SPAWAR Systems Center to resolve the problem in a timely manner. The SOB will info the appropriate Marine Air Wing regarding all problems reported.

a. Report descriptions.

- (1) Trouble Calls. TCs will be used to report errors via SMTS when the application does not function as designed. SMTS accepts TR and CP submissions as a TC. SPAWAR will review the TC and escalate it to a TR or CP as appropriate, or may cancel it and provide an explanation (i.e. TC is a duplicate of existing TR or CP #XXXXXXX.)
- (2) Trouble Reports. TRs will be used to report errors via SMTS or naval message when the application does not function as designed. Naval messages will be SPAWAR's response when the report was originated via naval message. SPAWAR may also enter the report into SMTS and consequently post the latest status.
- (3) Change Proposals. CPs will be reported via naval message to the appropriate Marine Aircraft Wing Aviation Logistics Department. Change proposals are used to recommend changes to the system design, design errors, or omissions. If deemed a legitimate change proposal, the Marine Aircraft Wing will endorse and forward to SPAWARSYSCEN for action.
- b. TC/TR/CP priorities will be assigned when drafting reports and will be as follows:
- (1) Critical Cannot continue operations and no work around exist. Critical reports must be forwarded to SPAWAR via naval message immediately upon identification of the problem (info appropriate Wing).
- (2) Urgent Work around exist but resolution is urgently required.
 - (3) Routine Any TC/TR/CP not deemed critical or urgent.
- c. TR/CP naval messages will be drafted using the format listed below in figure 5-2.

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PRIORITY NON-CRITICAL

FM: MALS nn//AISDO/AVNSUPO/AMO//

TO: SPAWAR SYSCEN, CHESAPEAKE, VA//01AM//40/50//

Via: APPROPRIATE WING//ALD//

SUBJ: NALCOMIS PHASE II RELEASE 120-02.00.1 SOFTWARE TROUBLE REPORT

- A. R09999-011-00
- B. TR
- C. NON-CRITICAL
- D. MALS-32
- E. V09132
- F. SGT MARINE
- G. (DSN) 555-5555 (COMM) (111) 555-5555
- H. MCAS CHERRY POINT, NC.
- I. NAVAL MESSAGE
- J. NALCOMIS APPLICATION SOFTWARE RELEASE 120-02.00-01
- K. CONVERSATION N801 DOES NOT DISPLAY TYPE 13 (AMSU) INDUCTION DISCREPANCY

MAILBOX MESSAGES WHEN THE ALL OPTION IS USED.

Figure 5-2 FORMAT FOR NAVAL MESSAGE TROUBLE REPORT/CHANGE PROPOSAL

- d. The fields are defined as follows:
- (1) Line A: Control Number UIC of activity, local serial number, last two digits of calendar year.
- (2) Line B: Trouble report or change proposal, insert TR or CP.
 - (3) Line C: Severity of TR/CP Critical or non-Critical.
 - (4) Line D: Unit reporting TR/CP Insert activity's name.

- (5) Line E: UIC of reporting MALS Insert activity's UIC.
- (6) Line F: Point of contact Person submitting report.
- (7) Line G: Telephone No. Include DSN and commercial.
- (8) Line H: Station Station where activity is located.
- (9) Line I: Report method How problem was reported.
- (10) Line J: Software release Current software activity running.
- (11) Line K: Discrepancy Detailed description of the problem to include the following: HW (Hardware type), Failed Component (Name/Serial No.), SW (Software and version), DOC (Documentation references as applicable).
- 12. <u>Load NTCSS application software updates</u>. The SOB is responsible for receiving and applying all NTCSS software updates, including SUADPS and NALCOMIS. Prior to any application software update the SOB must ensure two complete system saves are preformed using monthly A-Z single user save as described in paragraph 14.3.c of this chapter.
- a. NTCSS/UNIX software updates. Upon receipt the SOB will schedule an appropriate date/time to apply the update. The SOB will notify the SAA and/or MAM when systems will not be available due to software update.
- b. All SUADPS and NALCOMIS software updates must first be delivered to the SAA and/or MAM prior to install process. This is to ensure that summary of changes and documentation changes are reviewed and distributed accordingly by the SAA and/or MAM. Prior to applying SUADPS or NALCOMIS updates the SOB must obtain SAA and/or MAM approval. This is to prevent updates being applied prematurely.
- 13. Ensure database and file system integrity. Maintaining database integrity is a joint SOB and SAA/MAM effort. Functional database integrity consists of the management of supply and maintenance related validation table information. The SAA and MAM will be the sole managers of supply and maintenance related table updates, changes or deletes. Database file system integrity consists of the management of database and system files, indexes and tables. It is SOB's responsibility to manage the availability of space, integrity of files and tables and to perform corrective action as needed. The SOB will notify the SAA/MAM of corruption findings and obtain approval from the SAA and/or MAM before proceeding with any database restores to perform corrective actions.
- a. <u>NALCOMIS</u> database integrity (DBSTATS). The SOB is responsible for maintaining the current NALCOMIS database statistical analysis

reports (DBSTATS) and charted findings. The DBSTAT chart will show all twenty-three realms, the available percent of keys for that realm, the available percent of space for that realm, and any change from the previous DBSTATS.

(1) DBSTATS will be run at least weekly. If there is a realm in trouble, DBSTATS will be run more frequently to monitor that individual realm. The SOB will forward a copy of DBSTAT reports and charted findings to the SAA/MAM. Figure 5-3 below shows the format of the DBSTAT chart.

DBSTAT			
Area Name	Key Available	Space Availabl e	Change
ACTIVITY			
ALTINVENT			
AUTHORITY			
DOCUMENT			
ENGCONFIG			
EQPALLOWANCE			
EQUIPMENT			
EXPLOSIVE			
INVINDEX			
FEPDECODE			
FEPVALID			
MAINTENANCE			
MESSAGES			
OVERHAUL			
PARTS			
REFERENCE			
REPORTPARMS			
REQUIREMENTS			
RESERVED			
SSCINVENT			
SUPPORT			
TRANSLEDGER			
VALIDATION			
INTERFACE			

Figure 5-3 FORMAT FOR DBSTAT CHART.

(2) The available percentage for keys and space will be found on the database statistical analysis report for each realm. Fifty-five percent (55%) full is the optimum for all realms. Any realms in the 50 percent - 100 percent range will be marked in black and are doing well. Any realms in the 25 percent - 49 percent range will be

marked in blue and are possible problem realms. Any realms in the 0 percent - 24 percent range will be marked in red and are definite problem realms that are full or close to being full.

- (3) When a realm gets full, conversation errors will occur frequently causing aborts. The SOB will initiate immediate coordination with the SAA/MAM and will take corrective action. Most realms are static, which means that they do not fluctuate very much. A few realms are dynamic and fluctuate quite a bit and will need the most attention. These realms are ACTIVITY, INVINDEX, MAINTENANCE, MESSAGE, REPORTPARMS, REQUIREMENTS, SUPPORT, TRANSLEDGER, and INTERFACE.
- b. NALCOMIS database integrity (DBCLANS). The SOB will also maintain the most current NALCOMIS database cluster analysis report (DBCLAN) and will forward a copy to the SAA/MAM. DBCLANS will be run at least weekly, after a database restore, or system power failure when NALCOMIS gen was up. This report will allow the SOB to see if there are broken chains in any of the realms. If chains are broken, the SOB, in conjunction with SAA/MAM, will take corrective action using the database repair (DBREPR) utility. DBREPR instructions are contained in NA-52 IDS-II Database Managers Guide.
- c. <u>SUADPS</u> database integrity: The SOB will maintain the SUADPS database integrity by checking all database files and directories for errors and index inconsistencies.

NOTE: Run CK_SUADPS to check the integrity of the database. Must be run daily. Review CK_SUADPS.LOG for errors. Report all errors to the SAA and SPD NCOIC.

- (1) File system integrity: The SOB will manage application file system work space. Space available will be monitored daily utilizing the bdf command. The following cleanup procedures will be executed at least weekly or more frequently as required.
- 1. Delete system core files. (Find / -name "core" -exec /rma/ $\{\} \$ \;\page)
- 2. Delete files under /SPOOL/COSORT_WD1,
 /SPOOL/COSORT WD2
 - 3. Delete aged print files under /SPOOL/LIST/SUADPS.
 - 4. Delete files under /tmp.
 - 5. Delete print files under /BUECH/COMPS/WW/ALT/PRINT.
 - 6. Delete files under /BUECH/COMPS/WW/ALT/DATA.

- 7. Delete files under /BUECH/COMPS/WW/IBS/BARCODE/OUTPUT.
- 8. Remove the contents of the PACKET.LOG file located under /INTERFACE/NALC_SUADPS (i.e., cat /dev/null > PACKET.LOG).
 - 9. Delete syslog file under /usr/spool/mqueue.
 - 10. Delete syscore directory under /tmp.
 - 11. Delete aged A0s under /BUECH/COMPS/OBE_BATCH_WD.
- 12. Delete all trap.tty files. Use the FIND command to locate all directories where file may exist i.e., find / -name "trap.tty" -print).
- 13. Delete all dead.letter files. Use the FIND command to locate all directories where file may exist.
 - 14. Delete all *.log files under /usr/adm.
 - 15. Delete XDM-ERRS file under /sd0h/NTCSS/xdm.
 - 16. Delete Console file under /snapi.
 - 17. Delete the DEMAND.AO file.
 - 18. Delete the INT_INTF.A0 file.
- 19. Use the following FIND command to locate extra large files: find / -size +4000 -exec ls -1 { } \; \page
- 20. Use the following FIND command to locate and remove all BATCH.TTY files: find / -name "batch*.tty" -exec /rma/ $\{\ \}\$ \page
- 14. Perform system saves: Saves are the most important area of concern in the SOB. In the event of a catastrophic failure or bad media on a hard drive, the most recent save will be used to restore the database to its original state. Tapes are saved using the three-generation theory, which is son, father, and grandfather. Saves will be done as follows:

a. (SRV0)

(1) Daily Saves (Daily.Include). Two passes are required to tape. The following paths will be included in the Daily.Include, in the following order:

/etc /usr /.secure

```
/sd0c/data/BUECH/COMPS/COMMON_DBASE
/sd1c
/sd2c/data2/SCTL1/DBASE
/sd3c/data3/indices
/sd0h/u
Daily Journal Saves. One pass required to tape.
```

(2) Weekly Saves (Weekly.Include). Two passes are required to tape. The following paths will be included in the Weekly.Include, in the following order:

/etc
/usr
/.secure
/sd1c
/sd2c
/sd3c
/sd0c
/sd0c
/sd0h

- (3) End of month saves: Two passes of the Database.Include save will be accomplished prior to the DI 100 Live. PostEOM.Include saves will be accomplished after all end of month jobs (to include monthly change notice) have been completed.
 - 1. Database.Include

```
/sd0c/data1/BUECH/COMPS/COMMON_DBASE
/sd1c
/sd2c/data2/SCTL1/DBASE
/sd3c/data3/indices
```

2. PostEOM.Include. Two passes are required to tape. The following paths will be included in the Savrep.Include, in the following order:

```
/sd0c/data/BUECH/COMPS/COMMON_DBASE/CCFTCF.dat
/sd0c/data/BUECH/COMPS/COMMON_DBASE/CCFTCF.idx
/sd0c/data/BUECH/COMPS/COMMON_DBASE/CCFTUF.dat
/sd0c/data/BUECH/COMPS/COMMON_DBASE/CCFTUF.idx
/sd1c/data1/SUADP1/DBASE_WORK
/sd0h/snapi/SPOOL/LIST/SUADPS
/sd0h/snapi/SPOOL/COMPS/TAPE_WORK/SUADPS
```

3. Monthly A-Z single user save. Full system A-Z saves will be accomplished monthly on all NTCSS nodes (i.e. srv0, rps0.) (not necessarily during EOM processing) while in single user mode utilizing the following command line:

```
tar cvf /dev/rst2 .[A-z]* *
```

b. (RPS) Monthly Saves (RPSMonthly.Include). Two passes are required to tape. The following paths will be included in the Monthly.Include, in the following order:

/etc /usr /.secure /sd0c /sd0h

c. NALCOMIS

(1) Daily Saves (hvx_include). Two passes are required to tape. The following paths will be included in the hvx_include, in the following order:

/backup
/etc
/usr/spool
/usr/hvx
/var/hvx
Journal Offload. One pass required to tape.

- (2) Weekly Saves (hvx_include). Two passes are required to tape, paths for hvx include same as daily save.
 - (3) Monthly Saves.
- (a) Application Save (Host and FEP). Two passes are required to tape.
- (b) NALC.Include. Refer to Figure 5-4 for contents. Two passes are required to tape.
- (c) Make Recovery (OS to 4mm.) Procedures contained in Systems Administrator Manual.

d. Interface PC

(1) <u>Daily Saves</u>. Two passes of log file C:\History\log should be saved to diskette daily and maintained for three generations.

```
/u/admin/menu/UTILS/ADM_SYSTEM/BACKUP_UTILS/hvx-restore
/u/admin/menu/UTILS/ADM_SYSTEM/BACKUP_UTILS/.HVX_INCLUDE
/u/admin/menu/UTILS/ADM_SYSTEM/BACKUP_UTILS/.hvx_include
/u/admin/menu/UTILS/ADM_SYSTEM/BACKUP_UTILS/.include.hvxfiles
/u/admin/menu/UTILS/ADM_SYSTEM/BACKUP_UTILS/is-hvx-up
/u/admin/menu/UTILS/ADM_SYSTEM/PRINTER_MGMT
/u/admin/menu/UTILS/GEN_UTILES/nalc_gen
/u/admin/menu/UTILS/GEN_UTILES/is-hvx-up
/u/admin/.hvx_include
```

/u/admin/.include /u/admin/.include.hvxfiles /home4root/.cshrc /home4root/cshrc.tg /sd0h/NTCSS/desktop/Menus /sd0h/NTCSS/env/ceo cshrc /etc/is-hvx-up /etc/group /etc/password /etc/hosts /etc/NTCSSrc /etc/disk format /etc/shecklist /usr/hvx /usr/man/manS /var/hvx /users

Figure 5-4 NALC.INCLUDE FILE CONTENTS

- (2) <u>Weekly Saves</u>. Two passes of the Interface PC should be saved to diskette (or ZIP drive) weekly and maintained for three generations. Initialization of the log file will be done on a weekly basis only.
- 15. FMB Maintain a software update file. All incoming blocks, patches, and releases will be accompanied by a list of all the software changes made. The file manager will maintain a copy of all the software changes in date-installed order for the life cycle of the current baseline. The FMB will keep one copy of the synopsis of changes/user manual changes and will distribute remaining copies to the SAA (SUADPS) and the MAM (NALCOMIS) as it applies. The FMB will maintain software load packages and licenses for all AIS COTS/GOTS software.
- 16. FMB Maintain the file/reel history file. The File History File is generated by an Automated Tape Library Program. This file is updated and will be printed every time a change is made. The file history listing produced by the program will be retained until the next listing is printed. The File Manager will ensure the tape labels match the file history file in the Automated Tape Library Program. The file/reel history will be retained until a new listing is printed.
- 17. Establish tape retention procedures. Daily, weekly, monthly, yearly and end-of-month database save tapes are retained in the tape library using the three generation theory (son, father, and grandfather). During subsequent saves, the oldest (grandfather) save is recycled as scratch. Exceptions to this procedure are identified

below. Any scratch tape that fails any process on a known good system will be discarded. PostEOM.include will be maintained for five fiscal years IAW NAVSUP policy.

a. <u>End of month processing output tape files</u>. All EOM and end of fiscal year tapes which are cumulative and will be retained for three generations. A copy of these tapes will be made before induction into the library. The following Cumulative EOM tapes are produced from the prior months tapes: OHF, RFH, OSO and RHF.

NOTE: Do not re-initialize the RHF without permission from the TYCOM.

- b. The Tape Retention Procedures for NALCOMIS end of month processing are as follows:
 - (1) MAF history tape (J0050A) will be retained for 12 months.
- (2) Requisition history tape (${\tt J0500B}$) will be retained for 12 months.
- (3) Repairable items management tape (J75400) will be retained for six (6) months.
- (4) Expense items management tape (J75800) will be retained for six (6) months.
- 18. <u>Maintain an off-site safe</u>. FMB will have a designated area outside of the van complex to maintain backups for restoring the databases or system packs in the event of a catastrophic incident. The safe will be maintained in a climate-controlled environment (refer to OPNAVINST 5510._ series) and will contain the following:
- a. The latest blocks, patches, or releases belonging to that baseline that have been installed.
 - b. One pass of all required NTCSS saves.
- c. NTCSS configuration file listings (CLM_X, /etc/hosts, /etc/group, /etc/passwd, /etc/NETLINKrc).
 - d. A sealed list of all administrative usernames and passwords.
- 19. Establish tape labeling procedures. The file manager will establish tape labeling procedures to ensure all file history entries are synchronized. All tape labels will be standardized. This will eliminate confusion and make inventories of the tape library easier. Naming conventions will be host name[underbar]include name[underbar]occasion as follows. Additional information may be enter on the remarks line (i.e. EOM MARCH 00)

a. SRV0

(1) srv0[underbar]daily

(2) srv0[underbar]weekly

	(3)	srv0[underbar]database[underbar]preEOM
	(4)	srv0[underbar]post.eom
	(5)	srv0[underbar]A-Z
	(6)	srv0[underbar]jrnl
b.	RPS	0.
	(1)	rps0[underbar]monthly
	(2)	rps0[underbar]A-Z
c.	RPS:	1
	(1)	rps1[underbar]monthly
	(2)	rps1[underbar]A-Z
d.	NAL	COMIS
	(1)	NALC[underbar]HVX.
	(2)	NALC[under bar] Database.
	(3)	NALC[underbar] Application.
	(4)	NALC[underbar]JRNL.
	(5)	NALC[underbar]OS
e.	NTC	SS EOM process:
	(1)	BCDUNFILLED
	(2)	AV207 AVDLR
	(3)	DLR CARCASS
	(4)	J0050A
	(5)	J0500B

- (6) J75400
- (7) J75800
- f. Windows NT, SALTS, Interface PC
 - (1) NT[underbar]DAILY
 - (2) NT[underbar] WEEKLY
 - (3) SALTS[underbar] DAILY
 - (4) SALTS[underbar] WEEKLY
 - (5) INTERFACE[underbar] DAILY
 - (6) INTERFACE[underbar] WEEKLY
- g. Reference figure 5-5 for the proper format of the identification tape label. It must include, at a minimum, the following information:

MALS-nn	Reel No
Pass: File Name: Remarks:	
Date:	Int:

Figure 5-5.—IDENTIFICATION TAPE LABEL

- (1) MALS-nn will be Marine Aviation Logistics Squadron number.
 - (2) Pass will be 1st or 2nd pass.
 - (3) Filename will be volume being saved.
- (4) Remarks will contain information about the tape (e.g., Pre Block 18, Post Block 18, EOM APRIL, EOY 99, PDC, BDC.).
 - (5) Reel number
 - (6) Date Julian date tape produced.
 - (7) Init Initials of individual producing tape.

- (8) Time.
- 20. Review and verify all output tapes. The file manager will review and verify all tape labels entering or leaving the tape library to ensure the labels are filled out as described in the previous paragraph 5002.21.
- 21. Tape library inventory procedures. The file manager will do an inventory of a random sampling of ten percent of the tape library monthly. It will be at the librarian's discretion as to when it will be accomplished during the month. An inventory listing can be produced through the automated tape library program. The tape library validity will be maintained at 100 percent at all times. Validity percentages that do not attain this goal will be cause for a complete tape library inventory and the immediate implementation of appropriate corrective actions.
- a. Monthly inventory schedules will be forwarded to the SAA so that SAA personnel may view library status at their discretion. Formal inventory results will be forwarded to the SAA upon completion of the inspection and will include total number of tapes inventoried, discrepancies, and date of inventory.
- b. The file manager will verify one each of the contents of the most recent save of each include type. A review will be made to ensure the correct include file is being used (i.e. database, daily, post.eom) and that the intended contents are being written to the tape.
- 22. <u>Utilize automated library program</u>. Any automated library management program will include, at a minimum, the following fields:
 - a. File name
 - b. Remarks
 - c. Pass
 - d. Date
 - e. Initials
 - f. Reel number
 - q. Safe indicator
 - h. Manual number
 - i. Manual name

- j. Revision number
- k. Manual Location
- 23. <u>Track all commercial technical publications</u>: At a minimum, the following references will be maintained in the library:
 - a. CZ16 GCOS 6 MOD 400 System Messages.
 - b. CZ17 GCOS 6 MOD 400 Commands Manual.
 - c. CZ18 GCOS 6 MOD 400 Sort/Merge.
 - d. CZ25 IQF Query Writing Facility Manual.
 - e. CZ26 AZ7 Manual.
 - f. CZ53 DM6 I-D-S/II Database Administrators Guide.
 - g. NALCOMIS Database Administrator's Manual.
- h. Naval Aviation Logistics Command Management Information System (NALCOMIS) Security Plan.
 - i. NALCOMIS Operator's Manual.
 - j. NALCOMIS DAPS Manual.
 - k. SNAP I Distributed Processing Operators Manual w/Appendix E.
 - 1. SNAP I Operator's Manual.
 - m. Electronic Interface Manual.
 - n. Administrators Manual for IMA/SSC.
 - o. NALCOMIS Users Manual.
 - p. NALCOMIS Interface Design Specifications Manual.
 - q. NALCOMIS Computer Operations Manual.
 - r. Host Database Specifications Manual.
 - s. Contingency Manual.
- t. Front End Processor User Instructions for Dump Programs Manual.
 - u. Front End Processor Database Specification Manual.

- v. Host User Instructions for Dump Programs Manual.
- w. GCOS 6 HPX Emulator Computer Operators Manual.
- x. Ported SNAP System Administrators Manual.
- y. Ported SNAP Distributed Processing Operators Manual.
- z. MCO 5510 Marine Corps Security Manual

CHAPTER 6 MAINTENANCE SUPPORT DIVISION (MSD)

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MAINTENANCE SERVICE DIVISION (MSD)

6000. General. The Maintenance Service Division (MSD) consists of AIS technicians that will provide direct maintenance and installation support for all aviation information system and MALS core network assets.

6001. Duties

- 1. Provide direct hardware support and software installation/configuration support for the aviation information system end user.
- 2. Provide direct LAN support.
- 3. Coordinate with CSD to obtain material requirements.
- 4. Coordinate with OMA system administrator to assist in providing training/data communications support for unit deployments.
- 5. Maintain a turnover jacket.

6002. PROCEDURES

- 1. Provide direct hardware support and software installation and configuration support for the end user. This will be accomplished by on-site support for the users as well as comprehensive hardware and/or software diagnostics and hardware repair/upgrades as needed. All pending maintenance actions will be updated utilizing the ALTIS WITS as maintenance is performed. The minimum entries will include:
 - a. Parts required.
 - b. A detailed description of the corrective action taken.
 - c. Name of Marine performing corrective action.
 - d. Current status.
 - e. QAI name.
 - f. Awaiting maintenance time.
- 2. Install computer workstation software configurations as set forth by NAD and in compliance with Navy and Marine Corps standards. Deviations from these standards will be on a case-by-case basis and only after approval by the AISD officer.
- 3. Perform Preventative Maintenance and repair of the NTCSS TAC computer system.

- 4. Coordinate with CSD for warranty, open purchase and supply system parts requirements. Ensure CSD is notified of all requisitions for tracking/reconciliation purposes. CSD will follow/expedite requirements once initiated. Refer to CSD for weekly reconciliation updates and status.
- 5. Install, maintain, and modify NTCSS/MALS core network. Coordinate with the NAD to advise the AISD Officer/Chief on network installation and maintenance issues. Coordinate all expansions/upgrades of the supported local area network.

NOTE: MSD will advise the AISD officer and the AISD chief of any network installation/repair tasks that are beyond the capabilities/resources of the AISD and provide a recommended alternate course of action for those tasks.

6. Coordinate with OMA system administrator to assist in providing training/data communications support for unit deployments. MSD will be responsible for providing hardware/software configuration/installation assistance to meet the requirements of the deploying unit. MSD will assist in the training of deploying unit on any hardware/software changes to ensure that local support is available at the deployed site. Whenever possible, AISD shall assist in conducting a pre-deployment site survey to ensure that all requirements of the deploying unit can be met prior to the unit's arrival.

APPENDIX A

QUALITY ASSURANCE PROGRAM

A. GENERAL.

- 1. <u>Purpose</u>. This appendix provides guidance for the Quality Assurance (QA) program within the AISD.
- 2. Background. The QA program oversight is provided by the AISD Officer, AISD Chief and assigned QA Inspector's. These personnel are responsible for conducting and managing the department's QA effort. The basic precepts of ensuring quality workmanship apply. These assignments may be combined with other departmental staff functions as required.

B. CONCEPTS OF QUALITY ASSURANCE.

- 1. The QA concept is fundamentally the prevention of the occurrence of defects. The concept embraces all events from the start of the maintenance operation to its completion and is the responsibility of all AISD personnel. The achievement of QA depends on prevention, knowledge, and special skills. The principle of prevention is that it is necessary to preclude AIS maintenance failure. This principle extends to safety of personnel, maintenance of AIS equipment, and virtually every aspect of the total AISD maintenance effort. Prevention is about regulating events rather than being regulated by them.
- 2. The terms inspection, QA, and audit have separate and distinct meanings and should be used accordingly.
- a. Inspection is the examination/testing of supplies (including raw materials, documents, data, components, and assemblies) and services to determine if they conform to technical requirements.
- b. QA is a planned and systematic pattern of actions necessary to provide adequate confidence, that the product will perform satisfactorily in service, and the monitoring and analyzing of data to verify the validity of these actions.
- c. Audit, as it applies to QA, is a periodic or special evaluation of details, plans, policies, procedures, products, directives, and records.
- 3. QA provides a systematic and efficient method for gathering, analyzing, and maintaining information on the quality characteristics of products, the source and nature of defects, and their immediate impact on the current operation. It permits decisions to be based on facts rather than intuition or memory and provides comparative data

which is useful long after the details of the particular time or events have passed. The objective of QA is to readily pinpoint problem areas in which management can:

- a. Improve the quality, uniformity, and reliability in the maintenance of AIS equipment;
- b. Improve the work environment, tools, and equipment used in the maintenance effort; eliminate unnecessary man-hour and dollar expenditures;
- c. Improve training, work habits, and procedures of AISD maintenance personnel;
 - d. Effectively disseminate technical information;
- e. Establish realistic material and equipment requirements in support of the AISD.
- f. Teamwork must be achieved before benefits can be obtained from the QAI. The QAI must use an optimum degree of personal judgment for quality in the course of their daily work. QA techniques supply each person with information on actual quality standards, goals, and achievements. This information allows individuals to improve the quality of their work.

C. RESPONSIBILITY FOR QUALITY IN MAINTENANCE.

- 1. COs are responsible for the inspection and quality of material under their cognizance. Generating high standards of quality in a maintenance organization demands a sincere interest on the part of the CO, which must be evident to everyone in the command.
- 2. Attaining quality in maintenance and the prevention of maintenance errors is an all hands task that can only be accomplished through positive leadership, proper organization, and a complete understanding of responsibilities by each individual in the department. QA requirements, functions, and responsibilities specified in this instruction provide a sound basis for conducting an effective QA.
- 3. QA is a staff function which requires both authority and assumption of responsibility. Division NCOIC's are responsible for ensuring required inspections are conducted and high quality workmanship is attained.

D. QUALITY ASSURANCE RESPONSIBILITIES.

- 1. AISD Chief is responsible to the AISD officer for maintaining a quality assurance program.
- 2. Specific AISD chief responsibilities for the QA program are:

- a. Establish qualification requirements for QAIs. Review the qualifications of personnel nominated for these positions and endorse nominations to the Department Head.
- b. Periodically (at a minimum quarterly), accompany QAIs during scheduled maintenance and unscheduled maintenance tasks to recheck their qualifications.
- c. Ensure all work guides, checkoff lists, check sheets, MRCs used to define and control maintenance are complete and current prior to issuing to crews or individuals.
- d. Perform inspections of all maintenance equipment and facilities to ensure compliance with fire and safety regulations. Quarterly, check for the existence of satisfactory environmental conditions within the workspaces and equipment is maintained in a safe operating condition. Check that equipment operator qualifications and proper training for licensing is maintained.
- e. Provide a continuous training program in techniques and procedures pertaining to the conduct of inspections. When directed or required, provide technical task forces to study trouble areas and submit recommendations for corrective action.
- f. Review source documents and periodic inspection records, and note recurring discrepancies requiring special action.
- g. Ensure the configuration of AISD components are correct and all
 - h. essential modifications have been incorporated.
- i. Ensure an inspection is conducted on equipment upon completion of the maintenance cycle to verify satisfactory material condition, identification, packaging, preservation, and configuration.

E. QUALITY ASSURANCE INSPECTORS (QAI).

- 1. Assigned QAIs are to inspect all work and comply with the required internal QA inspections during all maintenance actions performed by the MSD/NAD. They are responsible to the AISD Officer when performing such functions. QAIs will spot check all work in progress and will be familiar with the provisions and responsibilities of the various programs managed and audited by AISD.
- 2. AISD Chief shall establish minimum qualifications for personnel selected for QAI. Due to the importance and responsibility of duties performed by QAIs, Division NCOICs carefully screen all candidates for these assignments. QAI candidates will be required to demonstrate their knowledge and ability on the particular equipment by a locally

prepared oral or practical examination administered by the division chief.

- 3. AISD officer is responsible for establishing and maintaining training programs for production personnel involved with QA functions. The responsibility includes training in testing, troubleshooting, and inspection techniques. In addition, steps must be taken to ensure operations requiring certified operators are recognized, and steps are taken to qualify and certify affected personnel.
- 4. QAIs shall be designated in writing by the AISDO. These assignment letters shall be filed in the individual's training jacket.

APPENDIX B

AISD TECHNICAL TRAINING PROGRAM

- A. <u>GENERAL</u>. The AISD Chief will establish and maintain a comprehensive technical training program that will be attended by all AISD personnel. The AISD administrative section will manage this program.
- 1. Frequency. Technical training will be conducted a minimum of once a week. It will consist of two classes, each at least 30 minutes.
- 2. <u>Subject Matter</u>. Classes will provide training in AISD procedures, policies, and concepts. At a minimum, one class will consist of subject matter that applies to the AISD and one class will be derived from General Military Subjects. All hands in AISD will attend classes. The division NCOIC's will critique all periods of instruction and maintain the critiques in the instructor's training jacket. Prior to each period of instruction, the instructor will review the contents of the lesson to determine if data is current and reflective of any changes that may have occurred in AISD procedures. Lesson plans will include oral or practical questions (a minimum of 3 questions), which will be administered immediately after the presentation is concluded.
- 3. <u>Scheduling</u>. AISD will publish a technical training schedule on a monthly basis a minimum of 30 days in advance. This does not preclude deviations or additional just-in-time training. The schedule will include: instructor, topic of instruction, length of class, and date of class.
- 4. Attendance. An attendance roster will be submitted to the AISD Administration division. The AISD Administration division will submit a report of technical training attendance to the AISD officer, on a monthly basis, and to the AISD Chief on a weekly basis. This report will identify individuals who are not attending technical training on a regular basis. The attendance roster will include: instructor, topic of instruction, length of class, date, and list of attendees.
- 5. Monitoring of Technical Training. The AISD chief will monitor thetechnical training program. Division NCOIC's (on a rotational basis as assigned by the AISD chief) will provide a written critique to the AISD chief within 24 hours of technical training classes. A copy of this critique will also be placed in the training jacket of the individual presenting the class after a verbal counseling has been done.

B. DUTIES.

- 1. The AISDO will ensure that a comprehensive technical training program occurs within the department. The AISDO will review all aspects of the training program, to include individual training jackets, on a quarterly basis.
- 2. The AISDC will monitor the technical training and ensure division NCOIC's provide written critiques and counseling for individuals conducting training. He will ensure monthly training schedules are published.
- 3. Division NCOIC's will conduct critiques and counseling on a rotational basis to all individuals conducting training. They will submit training proposals to the AISAD. NCOIC's will verify individuals have entered completed training in their training jacket.
- 4. Individuals conducting training are responsible to properly review and prepare a lesson guide for their period of instruction. Lessons will include references and training aids.
- 5. Individuals are ultimately responsible for entering completed training into their training jacket.
- 6. Administration division will verify that completed training has been entered into the individuals training jacket and submit the following reports:
 - a. Weekly attendance roster to the AISDC.
 - b. Monthly attendance report to the AISDO.
 - c. Monthly training schedule as required.
- d. Upon transfer, records will be forwarded to the individual's next command (MALS AISD Officer, if a MALS).

APPENDIX C

TOOL CONTROL/TEST EQUIPMENT PROGRAM

A. Introduction.

- 1. The tool control/test equipment program establishes policy and responsibilities for implementing, maintaining, controlling, storing, replacing, and inventorying common hand tools and test equipment.
- 2. Reference NAVAIR 17, Tool Control Manuals (series).
- B. General Guidelines.
- 1. The AISD tools and test equipment coordinator shall etch tools with an identifier identical to that of the container assigned.
- 2. Etching of tool tags shall also include the tag number.
- 3. Special tools, or locally manufactured tools, are subject to the same positive control and inventory processes, as are standard tools. Therefore, special tools held by the department shall, where feasible, be silhouetted against a contrasting background or placed in silhouetted containers. Special tools shall be etched, inventoried, and diagrammed under the same conditions as standard hand tools.
- 4. Ensure consumable materials not included on the tool container inventory, such as connector pins, electrical tape, and cleaning products, are accounted for prior to and at the completion of each task. Tool containers shall not be used for consumable storage.
- 5. Ensure multiple piece tools containing a type of locking nut that can fall off is peened or spot welded to eliminate the possibility of FOD, for example, hex keys and feeler gauges.
- 6. Tools may be issued from a toolbox in exchange for a tool tag on a one-for-one basis. In the event a tool is required to be checked out by an individual without access to tool tags, tool issue procedures shall be established to ensure control and accountability are maintained.
- 7. Missing/broken/worn tools: Any tool identified as missing during the maintenance process or QAI process shall immediately be brought to the attention of the AISD Chief. In his capacity as QA manager, the AISD Chief shall stop all AISD maintenance and conduct a thorough inspection of all equipment and areas as applicable. The AISD Chief will then submit a written report to the AISD Officer regarding the incident and subsequent inspection. At the direction of the AISD Officer, a replacement will be ordered.

NOTE: The AISD Officer will immediately notify the AMO in any incident that may involve safety of flight, aeronautical, or support equipment.

8. Broken/worn tools or tools that are no longer required shall be turned in to aviation supply for survey. At no time will extra/spare tools that are not part of the tool control program be retained in the AISD.

C. RESPONSIBILITIES.

- 1. The AISD Chief will ensure that a tool and test equipment coordinator is assigned for the department, via an AISD Officer assignment letter.
- 2. This coordinator will ensure that all tools are accounted for at the beginning and end of every shift, and are FOD free at all times.
- 3. This coordinator will forward all reports of discrepancy/missing/brokentools to the AISD Chief.
- 4. The AISD Officer/Chief will make random inspections of all tools and documents maintained by the tool and test equipment coordinator. Additionally, the AISD Officer/Chief will conduct documented quarterly inspections of all tools, test equipment, and procedures.

APPENDIX D

ELECTROSTATIC DISCHARGE (ESD)

A. <u>FUNCTIONS</u>. The purpose of this appendix is to define and establish an ESD Program within the AISD.

B. GENERAL.

- 1. ESD is the transfer of electrostatic charge between bodies at different electrostatic potentials caused by direct contact or induced by an electrostatic field and is potentially damaging to electrical and electronic equipment. Knowing the effects of ESD on electronic components and equipment is a necessary part of information systems maintenance. Improper handling, transportation, and storage techniques can cause electrostatic sensitive devices and components to fail. The insidious nature of ESD induced failures requires ESD control protection measures to be integral parts of information systems maintenance and supply disciplines. All solid-state electronic components and assemblies containing such components are considered ESDS items unless otherwise directed by higher authority. These items include printed circuit board assemblies, modules, individual components, and integrated circuits.
- 2. MIL-HDBK-263B and MIL-STD-1686 provide policy and guidance for implementing an effective ESD Program. NAVAIR 01-1A-23, defines ESD control and protection requirements for 2M Electronic Assembly Repair. NAVSUP Publication 484 provides fleet supply afloat and field packaging procedures, and NAVSUPINST 4030.46 covers handling, identification and protection of ESDS items. NAVSUPINST 4440.179 contains ROD information. NAVAIR 17-600-141-6-1, NAVAIR 17-600-141-6-2, NAVAIR 17-600-193-6-2 addresses PM requirements for ESD protected work areas. MIL-HDBK-773 contains instructions for packaging ESDS circuit cards and modules for shipment and storage.
- 3. Personnel safety cannot be overstressed in this program. In the past, technicians have been isolated from electrical shock by nonconductive rubber mats. In ESD protected work areas, these nonconductive mats have been replaced with conductive material/devices through which the technician is tied to a soft ground (a connection to ground through an impedance sufficiently high to limit current flow to safe levels for personnel (normally 5 milliamperes)). Impedance needed for soft ground is dependent upon the voltage levels, which could be contacted by personnel near the ground. The practice of removing components/parts with power applied is strictly prohibited.
- 4. COMNAVAIRSYSCOM (AIR-3.6.1.2 and PMA-260) can provide ESD Program information.

- 5. Packaging requirements for commercial off the shelf (COTS) consumer electronics need only meet standards specified by the manufacturer. New stock spare components will not be repackaged to meet standards specified in the references listed in paragraph 2 above.
- 6. Repairing NRFI (faulty) components will be packaged in a manner that meets or exceeds the ESD packaging of the replacement components.
- 7. There is no requirement to package NRFI consumable components prior to survey as scrap metal.

C. PROCEDURES.

- 1. The AISD Officer/Chief shall:
 - a. Develop local command procedures (as required).
 - b. Designate an ESD Program Manager.
- c. Ensure personnel are properly trained prior to handling ESDS items.
- 2. The Program Manager shall:
- a. Be responsible to the AISD Officer for implementing the ESD Program and enforcing compliance.
- b. Ensure this instruction and MIL-HDBK-263B, MIL-STD-1686, NAVAIR 01-1A-23, NAVSUP Publication 484, NAVSUPINST 4030.46, NAVSUPINST 4440.179, NAVAIR 17-600-141-6-1, NAVAIR 17-600-141-6-2, NAVAIR 17-600-193-6-2, and MIL-HDBK-773 are readily available and complied with.
- c. Provide indoctrination and refresher training to all personnel who handle, inspect, package, or transport ESDS items. MIL-HDBK-263B contains information to aid in developing appropriate lessons.
- d. Conduct periodic work area reviews ensuring sufficient ESD protective materials are available and being used.
 - d. Ensure ESD protected work areas are properly maintained.
 - e. Maintain a program file to include:
 - (1) Applicable POCs.
 - (2) List of personnel who completed training.
 - (3) Program related correspondence and message traffic.

- (4) Applicable references and cross-reference locator sheets.
- 3. Division supervisors shall:
 - a. Ensure compliance with the ESD Program.
- b. Ensure all ESDS items remain in their protective packaging until installed or ready for test, repair, inspection, or assembly at an ESD protected work area.
- c. Ensure all test equipment, SE, and personnel are grounded to an authorized ground prior to handling or working with unprotected ESDS items. All applicable items and personnel must be connected to an authorized ground through a 250K to 2M ohm resistor when ESDS items are opened for repair or inspection.
- d. Ensure all ESDS items are stored in protective packaging when AWM, AWP, or in long term local storage.
- e. Ensure, after opening a package containing an ESDS item to verify its contents, the ESDS item is properly repackaged and labeled.

APPENDIX F

INSPECTION CHECKLIST

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MALS	B DATE
OIC	NCOIC
INSI	PECTOR GRADE
1.	IS THE AISD COMPRISED OF FIVE FUNCTIONAL DIVISIONS, AISD (ADMIN), CSD (CUSTOMER SUPPORT), NAD (NETWORK ADMIN), SPD (SYSTEMS PROCESSING), AND MSD (MAINTENANCE SUPPORT)? 1003.2 YES NO
2.	DOES THE AISD OFFICER CONDUCT INSPECTIONS AND ASSISTANCE REVIEWS ON ALL ASPECTS OF AVIATION INFORMATION SYSTEMS WITHIN THE MALS AND SUBORDINATE UNITS OF MAG? 1004.1.b YES NO
3.	DOES THE AISD OFFICER MAINTAIN LIAISON WITH EXTERNAL SUPPORTING ACTIVITIES, TO ENSURE MAG AVIATION INFORMATION SYSTEMS REQUIREMENTS ARE KNOWN AND SATISFIED? 1004.1.d YES NO
4.	DOES THE AISD OFFICER PUBLISH, REVIEW LOCAL INSTRUCTIONS, MOU'S, WHICH HIGHLIGHT CONCEPTS, AND POLICIES FOR THE AVIATION INFORMATION SYSTEMS SUPPORT? 1004.1.h YES NO
5.	DOES THE AISD OFFICER ENSURE QUALIFICATION AND RE-CERTIFICATION OF PERSONNEL (ROUTER TRAINING, SERVER CERTIFICATION, SYSTEM ADMINISTRATOR)? 1004.1.q YES NO

6.		AISD OFFICER ACT AS A SECONDARY CUSTODIAN FOR ALL RELATED ASSETS? 1004.1.s NO
7.		
8.	RESOURCES	AISD CHIEF ENSURE ADEQUATE EMBARKATION PROCEDURES AND S ARE DEVELOPED AND PROCURED FOR DEPLOYMENT OF MAG INFORMATION SYSTEM? 1004.2.i
9.		AISD CHIEF INITIATE REQUESTS FOR ON-SITE ASSISTANCE OF L FIELD REPRESENTATIVES AS REQUIRED? 1004.2.0 NO
10.		AISD CHIEF DEVELOP, IMPLEMENT AND MAINTAIN AN AVIATION ION SYSTEMS EMPLOYMENT PROGRAM? 1004.2.q NO
11.		AISD CHIEF COORDINATE WITH THE AVIATION SUPPLY NT, AISD BUDGET PLANNING, AND EXECUTION? 1004.2.r NO

AVIATION INFORMATION SYSTEMS ADMINISTRATION DIVISION (AISAD)

LS	uS I	DATE
C		NCOIC
SP:	SPECTOR	GRADE
	DOES THE AISAD MAINTAIN THE FOLLOWS TABLE OF ORGANIZATION (T/O'S) FOR NOTHE MAG? 2002.1 YES NO	
	DOES THE AISAD MAINTAIN PERSONNEL I	FILE? 2002.2
	DOES THE AISAD MAINTAIN CORRESPONDING NO	NCE FILE? 2002.3
	·	
	DOES THE AISAD MAINTAIN AN AISD DIFFILE? 2002.8 YES NO	RECTIVES LIBRARY AND LOCATOR
	DOES THE AISAD MAINTAIN A CORRESPON	NDENCE ARCHIVES? 2002.9
	DOES THE AISAD MAINTAIN AN ADMINIST 2002.10 YES NO	FRATIVE REPORTS CONTROL SYSTEM

7.	DOES THE A	AISAD MAINTA	IN A	FILE	FOR	AUTHORITY/APPOINTMENT	LETTERS
	AND MESSAG	GES? 2002.11					
	YES N	Or.					

CUSTOMER SERVICE DIVISION (CSD)

IALS	DATE
OIC	NCOIC
NSPE	CTOR GRADE
	DOES THE CSD/IRB DOCUMENT THE TRANSFER OF ASSETS BETWEEN THE CUSTOMER AND AISD DURING THE MAINTENANCE CYCLE? 3002.1
_	
3	DOES CUSTODY RECORD HAVE ADEQUATE INFORMATION HELPFUL IN IDENTIFICATION OF AISD EQUIPMENT (SERIAL NBR, NOMENCLATURE)? 3002.1 YES NO
_	
ī	DOES CUSTODY RECORD HAVE ADEQUATE INFORMATION HELPFUL IN TRACKING THE CUSTOMER (NAME, RANK, UNIT, PHONE/EMAIL)? 3002.1 TES NO
_	
N	DOES CUSTODY RECORD HAVE ISSUE/RECEIPT SIGNATURES, AND LEGIBLE NAME OF SIGNEE? 3002.1
_	
Ţ	DOES THE CSD/PCHDB INITIATE, MANAGE AND TRACK TROUBLE CALLS FROM JNIT/DEPARTMENT REPRESENTATIVES? 3002.2
_	

6.	DOES THE CSD CONTROL AND MANAGE THE ADDING, CHANGING, AND DELETING OF USER ACCOUNTS GRANTING ACCESS TO THE NETWORK AND NTCSS PLATFORM? 3002.5 YES NO
7.	DOES THE CSD/AMB MAINTAIN AN ACCURATE CONFIGURATION INVENTORY OF ALL AVIATION INFORMATION SYSTEMS (TCP/IP CONFIGURATION, NON STANDARD SOFTWARE CONFIGURATION, AND MAINTENANCE HISTORY)? 3002.3 YES NO
8.	DOES CSD/SSB REQUISITION AND RECONCILE INFORMATION SYSTEMS EQUIPMENT, COMPONENTS, PARTS AND SOFTWARE REQUIREMENTS FOR THE AISD? 3002.4 YES NO
9.	DOES CSD/SSB REQUISITION AND RECONCILE INFORMATION SYSTEMS EQUIPMENT, COMPONENTS, PARTS AND SOFTWARE REQUIREMENTS FOR THE AISD? 3002.4 YES NO
10.	DOES CSD/SSB MAINTAIN A PEB FOR HIGH USAGE ADP REPAIR PARTS, AS REQUIRED? 3002.4 YES NO
11.	DOES CSD/SSB COORDINATE AND TRACK WARRANTY MAINTENANCE ON ALL AVIATION INFORMATION SYSTEMS? 3002.4 YES NO
12.	DOES CSD/SSB SUBSTANTIATE AND PRIORITIZE AIS REQUIREMENTS VIA THE MALS SUPPLY DEPARTMENT? 3002.4 YES NO

NETWORK ADMINISTRATION DIVISION (NAD)

MALS	DATE
OIC	NCOIC
INSF	PECTOR GRADE
1.	DOES THE NAD PERFORM NETWORK OPERATING SYSTEM MANAGEMENT IN ACCORDANCE WITH AISD DESKTOP 4002.1 A-D? 4002.1 YES NO
2.	DOES NAD PERFORM DAILY BACKUP ON WINDOWS NT SERVERS, MICROSOFT EXCHANGE SERVER, AND NOVEL FILE SERVER? 4002.2 YES NO
3.	DOES THE NAD MAINTAIN A REPAIR DISK FOR EACH WINDOWS NT SERVER? 4002.2 YES NO
4.	DOES THE NAD UPDATE REPAIR DISK'S WEEKLY? 4002.2 YES NO
5.	DOES THE NAD UPDATE THE REPAIR DISK'S AFTER A SERVER CONFIGURATION CHANGE? 4002.2 YES NO
6.	DOES THE NAD HAVE ALL THE SERVERS PROTECTED WITH APPROPRIATE ANTIVIRUS SOFTWARE? 4002.2 YES NO

7.	DOES THE NAD HAVE ALL THE SERVERS PROTECTED WITH UN-INTERRUPTIBLE POWER SUPPLY? 4002.2 YES NO
8.	DOES THE NAD HAVE USER ACCOUNT POLICIES SET TO REFLECT DOD DIRECTIVES REGARDING PASSWORD LENGTH, EXPIRATION, LOGIN SCRIPTS, ROAMING PROFILES, HOME DIRECTORIES, AND LOGIN RESTRICTIONS? 4002.2 A-D YES NO
9.	DOES THE NAD ENSURE COMPLIANCE WITH ALL DOD POLICIES CONCERNING E-MAIL/INTERNET USAGE? 4002.3 YES NO
10.	DOES THE NAD ENSURE ALL USERS ARE REQUIRED TO SIGN A STATEMENT OF UNDERSTANDING FOR E-MAIL/INTERNET USAGE? 4002.3 YES NO
11.	DOES THE NAD ENSURE THAT ALL EUCE CONTAIN THE REQUIRED WARNING MESSAGE AGAINST UNAUTHORIZED ACCESS TO DOD CONTROLLED INFORMATION SYSTEMS? 4002.3A, 4002.4 YES NO
12.	DOES THE NAD MAINTAIN AND UPDATE ALL THE NECESSARY DIAGRAMS OF THE CURRENT NETWORK TOPOLOGY AND CAPABILITIES? 4002.5 YES NO

DOES THE NAD HAVE A SERVER CONFIGURATION BINDER WITH MINIMUM INFORMATION (NAME, SERIAL, MODEL, IP CONFIGURATION, NIC CARD/CONFIGURATION, HD SIZE/MODEL, RAID LEVEL, MEMORY, PROCESSOR TYPE, BACKUP HARDWARE/SOFTWARE, APPLICATIONS, NOS VERSION W/PATCHES, SERVICES, VENDOR SOFTWARE, REPAIR DISK)? 4002.5 YES NO				
DOES THE NAD ENSURE COMPLIANCE TO ALL APPLICABLE DOD ORDERS AND INSTRUCTIONS RELATING TO NETWORK SECURITY? 4002.7 YES NO				
.5. DOES THE NAD EXAMINE SECURITY LOGS FOR ALL WINDOWS NT SERVERS EXAMINED WEEKLY, AND SAVED FOR 30 DAYS? 4002.7 YES NO				
· 				
DOES THE NAD ENSURE NETWORK RESOURCE PERMISSIONS CONTROLLED IN A MANNER TO REFLECT USER REQUIREMENTS AS NEEDED? 4002.7 YES NO				
DOES THE NAD DEVELOP, UPDATE AND MAINTAIN A STANDARDIZED WORKSTATION SOFTWARE? 4002.8 YES NO				

SYSTEMS PROCESSING DIVISION (SPD)

MALS	DATE
OIC	NCOIC
INSF	PECTOR GRADE
1.	DOES THE SYSTEMS OPERATIONS BRANCH MAINTAIN A SYSTEM UTILIZATION LOG COMPRISED OF ALL REQUIRED ENTRIES? 5002.1 YES NO
2.	ARE END OF MONTH PROCESSING SHEETS PROPERLY FILLED OUT AND FORWARDED TO THE SUPPLY APPLICATION ADMINISTRATOR (SAA)/MAINTENANCE APPLICATION MANAGER (MAM)? 5002.2 YES NO
3.	IS A MONTHLY SCHEDULE PUBLISHED IN COORDINATION WITH THE SAA/MAM WHICH PRESCRIBES SYSTEM PROCESSING AND SCHEDULED DOWN TIME? 5002.4
4.	DOES THE SYSTEMS OPERATIONS BRANCH MAINTAIN A STANDARD OPERATING PROCEDURE (SOP) FOR EACH OPERATING SHIFT? 5002.7 YES NO
5.	DO THE SYSTEMS OPERATIONS BRANCH SHIFT SOPS REFLECT PROCEDURES FOR DAILY, WEEKLY, AND MONTHLY REQUIREMENTS? 5002.7 YES NO

6.	FOR ADEQUATE PASSDOWN TO ONCOMING SHIFTS (I.E. SYSTEM STATUS, JOBS PROCESSING, UNUSUAL CIRCUMSTANCES)? 5002.8 YES NO			
7.	IS END OF MONTH PROCESSING PERFORMED ON TIME-LINES DIRECTED BY THE SAA/MAM (TO BE VERIFIED BY SAA/MAM)? 5002.10 YES NO			
8.	DOES THE SYSTEMS OPERATIONS BRANCH UTILIZE A SEQUENCED EOM PROCESSING SHEET PROVIDED BY SAA/MAM? 5002.10 YES NO			
9.	ARE CHANGE NOTICE UPDATES RUN ON SUADPS AND NALCOMIS CONCURRENTLY? 5002.10 YES NO			
10.	DOES EACH OPERATING SYSTEM HAVE THE LATEST NTCSS/UNIX SOFTWARE UPDATE APPLIED (TO BE VERIFIED ON SRV0, RPS(0/1), NALC)? 5002.12 YES NO			
11.	DO THE SUADPS AND NALCOMIS APPLICATIONS REFLECT THE LATEST SOFTWARE RELEASE AS DISTRIBUTED BY THE SAA/MAM? 5002.12 YES NO			
12.	ARE SUADPS AND NALCOMIS APPLICATION LOADS APPLIED ONLY AFTER APPROVAL FROM SAA/MAM (TO BE VEIRIED BY SAA/MAM)? 5002.12 YES NO			

13.	DOES THE SYSTEMS OPERATIONS BRANCH ENSURE THE DBSTAT REPORTS ARE RUN WEEKLY? 5002.13 YES NO
14.	ARE THERE ANY REALMS ON THE DBSTAT REPORTS SHOWING 0-24 % SPACE AVAILABLE? 5002.13 YES NO
15.	DOES THE SYSTEMS OPERATIONS BRANCH ENSURE THE DBCLANS ARE RUN WEEKLY? 5002.13 YES NO
16.	DOES THE SYSTEMS OPERATION BRANCH RUN CK_SUADPS DAILY TO CHECK THE INTEGRITY OF THE SUADPS DATABASE? 5002.13 YES NO
17.	DOES THE SOB INITIATE SUADPS FILE CLEANUP PROCEDURES AT LEAST WEEKLY? 5002.13 YES NO
18.	DOES A CHECK OF DIRECTORIES LISTED FOR CLEANUP SHOW EVIDENCE OF ADEQUATE AND RECENT CLEANUP? 5002.13 YES NO
19.	ARE DAILY SAVES OF SRV0 EXECUTED INCLUDING DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO

20.	ARE WEEKLY SAVES OF SRV0 EXECUTED INCLUDING DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
21.	ARE WEEKLY SAVES OF SRVO EXECUTED INCLUDING DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
22.	ARE SUADPS EOM SAVES EXECUTED PRIOR TO THE DI 100 LIVE AND INCLUDE THE DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
23.	ARE THE SUADPS POST EOM SAVES EXECUTED AFTER ALL EOM JOBS AND INCLUDE THE DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
24.	ARE THE SUADPS MONTHLY A-Z SINGLE USER SAVES ACCOMPLISHED MONTHLY ON ALL NTCSS NODES (I.E. SRV0, RPS0, RPS1)? 5002.14 YES NO
25.	ARE THE SUADPS RPS MONTHLY SAVES EXECUTED AND INCLUDE DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
26.	ARE NALCOMIS DAILY SAVES EXECUTED INCLUDING DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO

ARE NALCOMIS WEEKLY SAVES EXECUTED INCLUDING DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
ARE NALCOMIS MONTHLY SAVES EXECUTED INCLUDING DIRECTORY STRUCTURES COMPRISED OF THE CORRECT PATHS AND IN THE PROPER ORDER? 5002.14 YES NO
ARE TWO PASSES OF THE INTERFACE LOG FILE C:\HISTORY\LOG SAVED TO DISKETTE DAILY AND MAINTAINED FOR THREE GENERATIONS? 5002.14 YES NO
ARE TWO PASSES OF THE INTERFACE PC SAVED WEEKLY AND MAINTAINED FOF THREE GENERATIONS? 5002.14 YES NO
ARE TWO PASSES OF THE INTERFACE PC SAVED WEEKLY AND MAINTAINED FOF THREE GENERATIONS? 5002.14 YES NO
IS THE INTERFACE LOG FILE INITIALIZED NO MORE THAN WEEKLY? 5002.14 YES NO
DOES THE FILE MANAGEMENT BRANCH MAINTAIN ALL BLOCKS, PATCHES, AND RELEASES FOR THE CURRENT SOFTWARE BASELINE? 5002.15 YES NO

34.	LIBRARY FILE HISTORY LISTING? 5002.16 YES NO
35.	ARE DAILY, WEEKLY, MONTHLY, AND YEARLY SAVE TAPES RETAINED USING THE THREE-GENERATION THEORY? 5002.17 YES NO
36.	ARE PAST EOM INCLUDE SAVES RETAINED FOR FIVE FISCAL YEARS? 5002.17 YES NO
37.	ARE NALCOMIS J0050A AND J0500B TAPES RETAINED FOR 12 MONTHS? 5002.17 YES NO
38.	ARE NALCOMIS J75400 AND J75800 TAPES RETAINED FOR SIX MONTHS? 5002.17 YES NO
39.	DOES THE FILE MANAGEMENT BRANCH MAINTAIN A CLIMATE-CONTROLLED OFFSITE SAFE CONTAINING THE LATEST SOFTWARE UPDATES, ONE PASS OF ALL REQUIRED NTCSS SAVES, NTCSS CONFIGURATION FILE LISTINGS, AND ADMINISTRATIVE USERNAMES AND PASSWORDS? 5002.18 YES NO
40.	DOES THE FILE MANAGEMENT BRANCH HAVE STANDARDIZED TAPE LABELING PROCEDURES IN ACCORDANCE WITH THE REFERENCE? 5002.19 YES NO

41.	DO TAPE LABELS INCLUDE THE MINIMUM INFORMATION PER THE REFERENCE? 5002.19 YES NO
42.	DOES A RANDOM INVENTORY SAMPLING OF 10% RESULT IN A TAPE LIBRARY CURRENTLY MAINTAINED AT 100%? 5002.21 YES NO
43.	DOES THE SMB ENSURE FORMAL INVENTORY RESULTS ARE FORWARDED TO THE SAA UPON COMPLETION OF LIBRARY INVENTORY INSPECTIONS? 5002.21 YES NO
44.	DOES A RANDOM CHECK OF EACH OF THE DIFFERENT TYPES OF SAVES REVEAL THE INTENDED CONTENTS ARE BEING WRITTEN TO TAPE (I.E. SRV0 DAILY, SRV0 WEEKLY, SRV0 DATABASE, SRV0 POST EOM, SRV0 A-Z, MONTHLY RPS, NALCOMIS DAILY, NALCOMIS WEEKLY, NALC INCLUDE)? 5002.21 YES NO
45.	DOES SPD HAVE ON HAND OR ON ORDER ALL REQUIRED MANUALS PER THE REFERENCE? 5002.23 YES NO

MAINTENANCE SUPPORT DIVISION (MSD)

LS		DATE	
C		NCOIC	
SPECTOR		GRADE	
	CRIBES SHIFT RESPONS		TAIN A TURNOVER JACKET 01.5
DOES THE ACTIONS?		DIVISION TRACE	X ALL MAINTENANCE
THE FOLLO	WING: PARTS REQUIRED ME OF MARINE PERORMI MITING MAINTENANCE TI	O, DETAILED DE: ING CORRECTION	FRACKING PROGRAM INCLUDE SCRIPTION OF ACTION , CURRENT STATUS, QAI
	PROVED IN WRITING BY		NFIGURATION AS SET FORTH
	ICE AND REPAIR OF THE		S PERFORM PREVENTIVE MPUTER SYSTEM AS NEEDED?

ο.	WARRANTY, OPEN PURCHASE AND SUPPLY SYSTEM PARTS REQUIREMENTS? 6002.4 YES NO
7.	DOES THE MAINTENANCE SUPPORT DIVISION REFER TO THE CSD WEEKLY FOR REQUISITION RECONCILIATION, UPDATES, AND STATUS? 6002.4 YES NO
8.	DOES MAINTENANCE SUPPORT DIVISION COORDINATE WITH NAD TO ADVISE THE AISDO AND AISDC ON NETWORK INSTALLATION AND MAINTENANCE ISSUES? 6002.5 YES NO

QUALITY ASSURANCE PROGRAM

ALS	DATE
IC	NCOIC
NSPECTOR	GRADE
	THE AISD MAINTAIN QUALITY ASSURANCE PROGRAM? APP A.D.1 NO
	S THE AISD HAVE PERIODIC AUDITS? APP A.B.2.c NO
QUAI	THE AISD QAI'S REVIEWED QUARTERLY TO ENSURE THEIR LIFICATIONS AND TRAINING ARE CURRENT? APP A.D.2.a NO
FACI APP	S THE AISD CHIEF INSPECT ALL MAINTENANCE EQUIPMENT AND LLITIES TO ENSURE COMPLIANCE WITH FIRE AND SAFETY REGULATIONS? A.D.2.d NO
AISI	S THE AISD HAVE ALL THE QAI'S DESIGNATED IN WRITING (SIGNED BY DO)? APP A.E.4 NO

TECHNICAL TRAINING PROGRAM

MALS	DATE
OIC	NCOIC
INSF	PECTOR GRADE
1.	DOES AISD HAVE AN ESTABLISHED TECHNICAL TRAINING PROGRAM? APP B.A YES NO
2.	DOES THE AISD CONDUCT TECHNICAL TRAINING AT A MINIMUM OF ONCE A WEEK? APP B.A.1 YES NO
3.	DOES THE AISD CRITIQUE ITS INSTRUCTORS AND ARE ALL THOSE CRITIQUES MAINTAINED IN INSTRUCTORS TRAINING JACKET? APP B.A.2 YES NO
4.	DOES THE AISD REVIEW ALL TECHNICAL TRAINING LESSON GUIDES PRIOR TO TRAINING? APP B.A.2 YES NO
5.	DOES THE AISD PUBLISH A TECHNICAL TRAINING SCHEDULE ON A MONTHLY BASIS A MINIMUM OF 30 DAYS IN ADVANCE (SCHEDULE INCLUDES INSTRUCTOR, TOPIC OF INSTRUCTION, LENGTH OF CLASS AND DATE OF CLASS)? APP B.A.3 YES NO

ь.	DOES THE AISD ADMINISTRATION DIVISION MAINTAIN A TECHNICAL
	TRAINING ATTENDANCE ROSTER (DOES THE ROSTER CONTAIN INSTRUCTOR,
	TOPIC OF INSTRUCTION, LENGTH OF CLASS, DATE AND LIST OF
	ATTENDEES)? APP B.A.4
	YES NO
7.	DOES THE AISD ENSURE ALL THE INDIVIDUAL TRAINING JACKETS ARE UP TO
	DATE, REFLECTING LAST TRAINING ATTENDED, AND EVALUATIONS? APP
	B.B.6
	YES NO

TOOLS AND TEST EQUIPMENT PROGRAM

ALS	DATE
IC	NCOIC
NSF	PECTOR GRADE
•	DOES THE AISD HAVE AN ESTABLISHED POLICY FOR MAINTAINING, CONTROLLING, STORING, REPLACING, AND INVENTORYING COMMON HAND TOOLS AND TEST EQUIPMENT? APP C.A.1 YES NO
•	DOES THE AISD ENSURE ALL TOOL CONTAINERS CONTAINING BERYLLIUM TOOLS ARE IDENTIFIED? APP C.B YES NO
•	DOES THE AISD MAKE SURE ALL TOOLS (EXCEPT BERYLLIUM) ARE ETCHED WITH AN IDENTIFIER IDENTICAL TO THAT OF THE CONTAINER ASSIGNED, TO INCLUDE TAG NBR? APP C.B.1 YES NO
	DOES THE AISD ENSURE TOOLS CONTAINERS ARE NOT USED FOR CONSUMABLE STORAGE? APP C.B.4 YES NO
•	DOES THE AISD VERIFY THAT ALL MULTIPLE PIECE TOOLS (HEX KEYS & FEELER GAUGES) ARE PEENED OR SPOT WELDED TO ELIMINATE POSSIBILITY OF FOD? APP C.B.5 YES NO

о.	IN WRITING? APP C.C.1 YES NO
7.	DOES THE AISD TOOL AND TEST COORDINATOR ENSURE THAT ALL TOOLS ARE ACCOUNTED FOR AT THE BEGINNING AND END OF EVERY SHIFT, AND ARE FOR FREE AT ALL TIMES? APP C.C.2 YES NO
8.	DOES THE AISD OFFICER/CHIEF MAKE RANDOM INSPECTIONS OF ALL TOOLS AND DOCUMENTS MAINTAINED BY THE TOOL AND TEST EQUIPMENT COORDINATOR (AT A MINIMUM QUARTERLY)? APP C.C.4 YES NO

ELECTROSTATIC DISCHARGE (ESD) PROGRAM

MALS	DATE
OIC	NCOIC
INSF	CTOR GRADE
1.	DOES THE AISD HAVE LOCAL COMMAND PROCEDURES DEVELOPED TO HANDLE ESD SENSITIVE MATERIAL? APP D.C.1.a YES NO
2.	DOES THE AISD HAVE AN ESD PROGRAM MANAGER BEEN DESIGNATED? APP D.C.1.b YES NO
3.	DOES THE AISD HAVE INSTRUCTIONS MIL-HDBK-263B, MIL-STD-1686, NAVAIR 01-1A-23, NAVSUP PUBLICATION 484, NAVSUPINST 4030.46, NAVSUPINST 4440.179, NAVAIR 17-600-141-6-1, NAVAIR 17-600-141-6-2, NAVAIR 17-600-193-6-2 AND MIL-HDBK-773 AVAILABLE? APP D.C.2.b
	VES NO
4.	DOES THE AISD ENSURE THAT THE ESD PROGRAM FILE IS BEING MAINTAINED? APP D.C.2.f YES NO